

SWAN BOARD MEETING AGENDA

April 23, 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

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

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

1. Call to Order, Roll Call
2. Introduction of Visitors/Public Comment

Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the April 23, 2021 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 23, 2021 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, March (Exhibit pgs. 3-10)

- a. Balance sheet and detail of expenditures for March 2021
- b. Approval of the payment of bills for March 1, 2021 through March 31, 2021 in the amount of \$111,304.18

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

5. Action Item – Acceptance of the March 19, 2021 SWAN Board Meeting Minutes (Exhibit pgs. 11-13)

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

6. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 14-23)
- c. Operations Report (Exhibit pgs. 24-42)
- d. Treasurer Report
- e. Board Calendar (Exhibit pgs. 43-44)

7. Discussion Item – ARPA Funding: American Rescue Plan Act (Exhibit pgs. 45-51)

8. Discussion Item – Purging Inactive User Records & Updating Change of Address (Exhibit pgs.52-55)

9. Adjournment

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

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

SWAN Library Services
Balance Sheet
As of March 31, 2021

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 785,187.69
Hinsdale Bank - MM - 5010	1,412,056.35
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	<u>\$ 2,197,286.90</u>
Current Assets	
Accounts Receivable	27,804.90
REINT Receivable	-
Other Receivables	10,781.50
Deposits	23,467.08
Prepaid Expenses	43,504.96
Spares Inventory	1,732.50
Total Current Assets	<u>\$ 107,290.94</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>\$ 2,329,379.37</u>
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
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	<u>\$ 341,000.95</u>
Long Term Liabilities	
Total Liabilities	<u>\$ 341,000.95</u>
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,060,444.23
Total Beginning Net Assets	<u>2,060,444.23</u>
Current YTD Net Income	<u>(72,065.81)</u>
Total Fund Balance	<u>1,988,378.42</u>
Total Liabilities and Fund Balances	<u><u>\$ 2,329,379.37</u></u>

Statement of Revenue and Expenses Summary
For the 9 Months Ended March 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	\$85,913.79	\$2,074,390.91	\$2,851,863.00	\$ 777,472.09	72.74%
4100 - Membership Reimbursements	13,393.86	326,863.15	435,394.00	108,530.85	75.07%
4200 - Reimbursement for Losses	3,248.47	34,206.95	900.00	(33,306.95)	3,800.77%
4300 - Grant Revenue	20,834.00	465,275.83	623,518.00	158,242.17	74.62%
4400 - Registration & Event Receipts	-	-	7,600.00	7,600.00	0.00%
4500 - Investment & Interest	71.84	952.30	37,000.00	36,047.70	2.57%
4600 - Reserve Fund Transfer	-	30,637.00	62,379.00	31,742.00	49.11%
Total Revenue	<u>123,461.96</u>	<u>2,932,326.14</u>	<u>4,018,654.00</u>	<u>1,086,327.86</u>	<u>72.97%</u>
Expenses					
5000 - Salaries & Wages	104,155.15	1,006,280.18	1,546,800.00	540,519.82	65.06%
5020 - Personnel Benefits	39,349.39	328,747.57	516,200.00	187,452.43	63.69%
5100 - Building & Grounds	10,699.91	104,881.73	123,304.00	18,422.27	85.06%
5200 - Professional Development	1,486.19	11,778.73	24,800.00	13,021.27	47.49%
5300 - Membership Development	-	3,422.24	9,400.00	5,977.76	36.41%
5400 - Information & Technology Services	59,952.46	943,990.91	1,133,700.00	189,709.09	83.27%
5500 - General Office	197.75	1,449.97	5,300.00	3,850.03	27.36%
5600 - Hardware & Equipment	12,859.05	22,544.64	81,700.00	59,155.36	27.59%
5700 - Insurance	778.33	16,395.29	9,200.00	(7,195.29)	178.21%
5800 - Contractual Services	47,700.56	99,657.52	139,210.00	39,552.48	71.59%
5900 - Library Materials & Content	-	461,639.64	425,000.00	(36,639.64)	108.62%
6000 - Interest & Fees	452.77	3,603.53	4,040.00	436.47	89.20%
Total Expenses	<u>277,631.56</u>	<u>3,004,391.95</u>	<u>4,018,654.00</u>	<u>1,014,262.05</u>	<u>74.76%</u>
Excess Revenues less Expenses	<u>\$ (154,169.60)</u>	<u>\$ (72,065.81)</u>	<u>\$ 0.00</u>	<u>\$ 72,065.81</u>	

Statement of Revenue and Expenses

For the 9 Months Ended March 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 84,094.29	\$ 2,072,571.41	\$ 2,851,863.00	\$ 779,291.59	72.67%
4011 - SWAN Internet Access Membership Fees	1,819.50	1,819.50	0.00	(1,819.50)	0.00%
4110 - Member One-Time Project Receipts	0.00	515.50	14,000.00	13,484.50	3.68%
4190 - Member Group Purchase Receipts	13,393.86	326,347.65	421,394.00	95,046.35	77.44%
4220 - Reimbursement Losses for Resource Sharing	3,248.47	34,206.95	0.00	(34,206.95)	0.00%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	0.00	421,513.50	562,018.00	140,504.50	75.00%
4320 - Other Grant Revenue	20,834.00	43,762.33	61,500.00	17,737.67	71.16%
4499 - Annual Conference Receipts	0.00	0.00	7,600.00	7,600.00	0.00%
4510 - Interest Income	71.84	952.30	37,000.00	36,047.70	2.57%
4600 - Reserve Fund Transfer	0.00	30,637.00	62,379.00	31,742.00	49.11%
Total Revenue	123,461.96	2,932,326.14	4,018,654.00	1,086,327.86	72.97%
Expenses					
5000 - Salaries & Wages	104,155.15	1,006,280.18	1,546,800.00	540,519.82	65.06%
5021 - FICA Expense	7,563.43	62,523.10	118,400.00	55,876.90	52.81%
5022 - State Unemployment Insurance	0.00	8,930.00	0.00	(8,930.00)	0.00%
5023 - Worker's Compensation	298.92	6,673.75	3,000.00	(3,673.75)	222.46%
5024 - Retirement Benefits	14,960.65	91,496.45	140,900.00	49,403.55	64.94%
5025 - Health, Dental, Life And Disability Insurance	16,377.44	158,865.32	246,300.00	87,434.68	64.50%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	148.95	258.95	5,100.00	4,841.05	5.08%
5110 - Rent/Lease	9,652.75	92,615.72	105,904.00	13,288.28	87.45%
5120 - Utilities	386.41	6,096.29	6,400.00	303.71	95.25%
5130 - Property Insurance	138.75	2,888.72	1,500.00	(1,388.72)	192.58%
5140 - Repairs & Maintenance	327.00	681.00	1,300.00	619.00	52.38%
5150 - Custodial Service & Supplies	195.00	2,600.00	8,100.00	5,500.00	32.10%
5190 - Other Building Maintenance	0.00	0.00	100.00	100.00	0.00%
5210 - Conference Travel	0.00	0.00	11,000.00	11,000.00	0.00%
5220 - Staff Meetings	189.83	334.07	600.00	265.93	55.68%
5230 - Staff Professional Development	405.00	6,107.00	5,400.00	(707.00)	113.09%
5240 - Professional Association Membership Dues	300.00	1,321.00	2,500.00	1,179.00	52.84%
5250 - Educational Material	91.36	91.36	800.00	708.64	11.42%
5260 - Online Learning	500.00	3,925.30	4,500.00	574.70	87.23%
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	7,381.72	45,740.53	42,000.00	(3,740.53)	108.91%
5420 - Application Software Licensing	2,329.37	15,896.27	18,400.00	2,503.73	86.39%
5430 - Server Software Licensing	0.00	779.03	13,900.00	13,120.97	5.60%
5440 - Library Services Platform	41,491.41	775,181.13	927,200.00	152,018.87	83.60%
5450 - Data Management Services	4,268.82	16,069.42	27,500.00	11,430.58	58.43%
5460 - Information Subscription Service	1,505.90	69,131.18	74,600.00	5,468.82	92.67%
5470 - Subscription Support Services	1,068.14	3,116.80	10,100.00	6,983.20	30.86%
5480 - Telecommunications	1,907.10	16,492.40	19,400.00	2,907.60	85.01%
5490 - Group Purchases - Services	0.00	1,584.15	600.00	(984.15)	264.03%
5510 - Office Supplies	135.00	1,090.53	4,000.00	2,909.47	27.26%
5520 - Postage	62.75	359.44	900.00	540.56	39.94%
5599 - Annual Conference Supplies	0.00	0.00	400.00	400.00	0.00%
5610 - Equipment Rental/Maintenance	299.45	2,305.75	3,700.00	1,394.25	62.32%
5620 - Hardware	12,559.60	18,801.88	63,200.00	44,398.12	29.75%
SWAN Board Meeting					

Statement of Revenue and Expenses

For the 9 Months Ended March 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5690 - Group Purchases - Hardware	0.00	1,437.01	14,800.00	13,362.99	9.71%
5700 - Insurance	778.33	16,395.29	9,200.00	(7,195.29)	178.21%
5810 - Legal	490.00	1,338.00	5,000.00	3,662.00	26.76%
5820 - Accounting	1,005.00	20,731.43	20,610.00	(121.43)	100.59%
5830 - Consulting	86.67	1,030.03	5,000.00	3,969.97	20.60%
5840 - Payroll Service Fees	269.10	2,551.60	3,900.00	1,348.40	65.43%
5850 - Contractual Agreements	43,747.33	56,022.33	56,500.00	477.67	99.15%
5860 - Notification & Collection	2,102.46	17,734.13	35,300.00	17,565.87	50.24%
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	0.00	34,959.84	0.00	(34,959.84)	0.00%
5990 - Group Purchases - Content	0.00	421,678.31	420,000.00	(1,678.31)	100.40%
6010 - Bank Fees	412.82	3,560.48	3,700.00	139.52	96.23%
6020 - Merchant Account Fees	39.95	43.05	40.00	(3.05)	107.63%
6099 - Annual Conference Merchant Fees	0.00	0.00	300.00	300.00	0.00%
Total Expenses	<u>277,631.56</u>	<u>3,004,391.95</u>	<u>4,018,654.00</u>	<u>1,014,262.05</u>	<u>74.76%</u>
 Excess Revenues less Expenses	 <u>\$ (154,169.60)</u>	 <u>\$ (72,065.81)</u>	 <u>\$ 0.00</u>	 <u>\$ 72,065.81</u>	

SWAN Library Services

Check Register

All Bank Accounts

March 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Aaron Skog				8253	03/05/21	<u>64.94</u>
5220	Staff Meetings	lunch for meetings	64.94			
ICMA Retirement Corporation				8254	03/05/21	<u>250.00</u>
5024	Retirement Benefits	ICMA Retirement Corporation - qrtly fees	250.00			
LIMRICC				8255	03/05/21	<u>20,914.70</u>
5025	Health, Dental, Life And Disability Insurance	March 2021	20,914.70			
OCLC, Inc.				8256	03/05/21	<u>3,874.50</u>
5450	Data Management Services	WebDewey subscriptions for SWAN cataloging lib. 7/1/20-6/30/21	3,874.50			
SirsiDynix, Inc.				8257	03/05/21	<u>43,747.33</u>
5850	Contractual Agreements	Roselle, Warrenville - Data Migration SWAN100 project	43,747.33			
Unique Integrated Communications, Inc.				8258	03/05/21	<u>872.94</u>
5860	Notification & Collection	January - includes annual maint. fee	872.94			
Unique Integrated Communications, Inc.				8259	03/05/21	<u>990.00</u>
5860	Notification & Collection	Nov. 2020 Curbside Communicator	990.00			
Wellness Insurance Network-WIN				8260	03/05/21	<u>171.00</u>
5025	Health, Dental, Life And Disability Insurance	Life Ins. March 2021	171.00			
Comcast				8261	03/18/21	<u>1,260.00</u>
5480	Telecommunications	Comcast 3/15/21-4/14/21	1,260.00			
Lauterbach & Amen, LLP				8262	03/18/21	<u>1,005.00</u>
5820	Accounting	Lauterbach & Amen Invoice # 53773 - Feb.	1,005.00			
Lenovo				8263	03/18/21	<u>12,559.60</u>
5620	Hardware	Lenovo Invoice # 645674839-laptops 1 of 2 invoices	12,559.60			

SWAN Library Services

Check Register

All Bank Accounts

March 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Marcive, Inc.				8264	03/18/21	<u>394.32</u>
5450	Data Management Services	Marcive Invoice # 392588	394.32			
nicor				8265	03/18/21	<u>112.52</u>
5120	Utilities	Nicor 2/16/21-3/16/21	112.52			
Reliance Standard Life Insurance Co.				8266	03/18/21	<u>878.66</u>
5025	Health, Dental, Life And Disability Insurance	LTD, STD April	878.66			
Unique Integrated Communications, Inc.				8267	03/18/21	<u>239.52</u>
5860	Notification & Collection	Invoice # 599640	239.52			
First Bankcard				50069	03/29/21	<u>7,132.11</u>
5140	Repairs & Maintenance	Nestlabs 1/28	150.00			
5230	Staff Professional Development	ALA conf.1/19	130.00			
5230	Staff Professional Development	Digital for Design Conf. for Tara Wood 1/23	275.00			
5240	Professional Association Membership Dues	COSUGI membership Skog 1/29	100.00			
5250	Educational Material	ALA material 1/22	91.36			
5410	Infrastructure Licensing	Microsoft "pay as you go" 1/20	2,978.02			
5410	Infrastructure Licensing	NO-IP 1/20	44.95			
5410	Infrastructure Licensing	Microsoft azure PF Sense 1/18	178.55			
5410	Infrastructure Licensing	Microsoft azure Basic 2/4	24.00			
5410	Infrastructure Licensing	Microsoft azure Premium 2/4	18.00			
5410	Infrastructure Licensing	Statuscake annual 2/5	197.92			
5410	Infrastructure Licensing	Microsoft azure Support 1/20	100.00			
5420	Application Software Licensing	Survey & Ballot Systems 2/4	1,785.00			
5420	Application Software Licensing	Mailchimp monthly 2/10	38.24			
5470	Subscription Support Services	LOGMEIN 1/17	111.99			
5470	Subscription Support Services	LOGMEIN 1/20	103.63			
5470	Subscription Support Services	SENDGRID 2/3	326.35			
5480	Telecommunications	Microsoft Skype 2/3	288.00			
5480	Telecommunications	Grasshopper 1/25	48.05			
5520	Postage	USPS - postage 1/19	7.75			
5520	Postage	USPS - stamps	55.00			
5610	Equipment Rental/Maintenance	Genesis Monthly 1/19	80.30			

SWAN Library Services

Check Register

All Bank Accounts

March 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
First Bankcard				50070	03/17/21	<u>6,097.05</u>
5140	Repairs & Maintenance	Imperial Surveillance 2/28	177.00			
5220	Staff Meetings	Pizza Lunch 3/3	25.98			
5220	Staff Meetings	Pizza Lunch 3/3	19.01			
5220	Staff Meetings	Gift to ByWater Solutions 3/10	39.95			
5220	Staff Meetings	Gift to ByWater Solutions 3/10	39.95			
5240	Professional Association Membership Dues	ILA membership dues - Brandwein 3/17	200.00			
5260	Online Learning	Coursera Online 3/4	800.00			
5260	Online Learning	Coursera Online credit 3/10	-800.00			
5260	Online Learning	Coursera Online Learning 3/4	500.00			
5410	Infrastructure Licensing	Microsoft azure PF Sense 2/20	178.52			
5410	Infrastructure Licensing	Microsoft standard support 2/20	100.00			
5410	Infrastructure Licensing	Microsoft azure PF sense 3/15	173.70			
5410	Infrastructure Licensing	Microsoft premium 3/2	18.00			
5410	Infrastructure Licensing	Microsoft basic	24.00			
5410	Infrastructure Licensing	Microsoft pay as you go 2/20	3,293.94			
5420	Application Software Licensing	Mailchimp Monthly 3/10	38.24			
5420	Application Software Licensing	Miro.com 3/10	100.80			
5460	Information Subscription Service	Nounproject 2/21	39.99			
5470	Subscription Support Services	SENDGRID 3/4	308.55			
5470	Subscription Support Services	LOGMEIN 2/17	113.99			
5470	Subscription Support Services	LOGMEIN 2/20	103.63			
5480	Telecommunications	Grasshopper 2/25	48.05			
5480	Telecommunications	Microsoft Skype 3/3	288.00			
5510	Office Supplies	Amazon Gift Cards for Usability Testing 2/17	45.00			
5510	Office Supplies	Amazon Gift Cards for Usability Testing 2/24	45.00			
5510	Office Supplies	Amazon Gift Cards for Usability Testing 3/5	45.00			
5610	Equipment Rental/Maintenance	Genesis Monthly 2/26	90.80			
6020	Merchant Account Fees	Propay annual renewal 2/18	39.95			
T.A. Systems Inc.				50071	03/30/21	<u>195.00</u>
5150	Custodial Service & Supplies	Inv. # 48519 Feb QR Cleaning	195.00			

SWAN Library Services

Check Register

All Bank Accounts

March 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Klein, Thorpe and Jenkins, Ltd.				50072	03/30/21	<u>490.00</u>
5810	Legal	KTJ Inv. # 216570 - Discussion on ByWater	490.00			
Quail Ridge Drive Investors, LLC				50073	03/30/21	<u>9,652.75</u>
5110	Rent/Lease	2020 CAM	222.74			
5110	Rent/Lease	April Rent QR	9,430.01			
ComEd				50074	03/30/21	<u>273.89</u>
5120	Utilities	ComEd 2/18/2021 to 3/19/2021	273.89			
Genesis Technologies, Inc.				50075	03/19/21	<u>128.35</u>
5610	Equipment Rental/Maintenance	Inv. # 28820878	128.35			
Check List Total						<u><u>111,304.18</u></u>

SWAN Board Meeting Minutes

March 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 9:33 a.m. The following Board members were present to establish a quorum.

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

2. Introduction of Visitors/Public Comment

No public comment

3. Action Item

Acceptance of the March 19, 2021 SWAN Board Meeting Agenda

Milavec moved, seconded by Jenkins that it be

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

Motion carried by roll call vote with the following results:

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

Absent: Bussey

4. Action Item

Approval of the SWAN Financials, February 2021

Milavec moved, seconded by Jenkins that it be

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

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

5. Action Item

Acceptance of the February 19, 2021 Board Meeting Minutes

Milavec moved, seconded by Jenkins that it be

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

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

6. Reports

a. Board President Report

None

b. Executive Director Report

Skog discussed the follow up that is being worked on for past due invoices. A small amount of past due that will most likely be written off. Self-nomination form is ready, and Skog will work with Bodewes on the process. The RAILS board library director spot will be open as well. Skog highlighted the budget approval along with sharing the final tallies. Skog gave an update on the learning experience for an Intern. The contract for Aspen was discussed. A suggestion was made for Skog to give presentations to other library Boards to discuss SWAN. This will be brought up at the next Quarterly.

c. Operations Report

Circulation is going up. Tortorella discussed the HOLD decline which we hope to see continue. Bibliographic Services staff are doing a lot in the whole management of serials. The Diversity and Inclusion in Metadata is moving along. The IT Team continues to work with tickets with 600-700 a month, continuing to keep up with them. The big project the IT Team are working on are migrating all of our legacy services that are on the RAILS infrastructure to our Azure environment. The survey for patrons in regard to Aspen has about 1 more week. SWAN staff have been going to conferences with ideas and feedback.

d. Board Calendar

We have one outstanding issue.

7. Action Item –

Ratify fiscal year 2022 budget vote

Milavec moved, seconded by Jenkins, that it be

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

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

8. Action Item

Approve ByWater agreement for 3-year support of Aspen Discovery

Milavec moved, seconded by Jenkins, that it be

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

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

9. Action Item

Approve financial auditor for FY21 & FY22

Milavec moved, seconded by Jenkins, that it be

RESOLVED THAT THE SWAN BOARD APPROVES THE FINANCIAL AUDITOR FOR FY21 AND FY22

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

10. Adjournment

Bodewes adjourned the meeting at 10:20 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Julie Milavec

Board Secretary

SWAN Executive Director Report

April 23, 2021

Update on Activities

Quail Ridge Office Space

This month I was contacted by the real estate agent SWAN used for its office search back in 2016. The agent Tony Russo is now with Lee & Associates of Illinois and was proactively checking in with clients on their office needs. I outlined for Tony that SWAN's office lease will end mid-2025 and we wanted to understand some of our options with the leased space before that renewal.

The 7-year lease started March 2017 (SWAN moved in December 2016 but had negotiated several free months' rent), and as specified in our fiscal year 2020 audit, there are some expected increases within the lease for the remaining years of the lease.

2021	\$	76,615
2022		78,913
2023		81,281
2024		83,719
Thereafter		<u>35,574</u>
		<u><u>356,102</u></u>

I discussed two options for SWAN with our agent.

Option 1 for SWAN: sublease 100% of the space

The agent Tony Russo and his associate Grant Bollman noted that a sublease is on average 40% of the lease. This means SWAN would still be responsible for 60% the lease through 2025 and the remaining balance each month.

Option 2 for SWAN: move to a smaller space on campus

This option entails SWAN negotiating a new space with the owners and downsizing. The owners would want an extension on the lease, likely 5-6 years in addition to the existing lease. I created a budget scenario showing this option and compared it to our current least through 2025. The budget projection for Option 2 assumes SWAN would reduce its space by 40% and decrease some of its annual expenses. However, the long-term projection with this option locks SWAN into expenses and ties the organization to an office location through fiscal year 2031.

Summary of Option 2: Remain vs. Downsize	
Total QR Remain (4 years)	\$535,505
Total QR Downsize (10 years)	\$896,295
Additional Expense Over 10 Years	\$360,790

Option 2 Budget Projection Through Fiscal Year 2031

	FY22 Budget	FY23 Budget	FY24 Budget	FY25 Budget	FY26 Budget	FY27 Budget	FY28 Budget	FY29 Budget	FY30 Budget	FY31 Budget
	July 1, 2021 - June 30, 2022	July 1, 2022 - June 30, 2023	July 1, 2023 - June 30, 2024	July 1, 2024 - June 30, 2025	July 1, 2025 - June 30, 2026	July 1, 2026 - June 30, 2027	July 1, 2027 - June 30, 2028	July 1, 2028 - June 30, 2029	July 1, 2029 - June 30, 2030	July 1, 2030 - June 30, 2031
5100 Building & Grounds										
5110 Rent/Lease	\$110,104	\$114,508.62	\$119,088.96	\$123,852.52	0	0	0	0	0	0
5120 Utilities	\$5,700	\$6,400	\$6,400	\$6,400	\$0	\$0	\$0	\$0	\$0	\$0
5130 Property Insurance	\$0	\$1,500	\$1,500	\$1,500	\$0	\$0	\$0	\$0	\$0	\$0
5140 Repairs & Maintenance	\$1,050	\$1,300	\$1,300	\$1,300	\$0	\$0	\$0	\$0	\$0	\$0
5150 Custodial Service & Supplies	\$9,000	\$8,100	\$8,100	\$8,100	\$0	\$0	\$0	\$0	\$0	\$0
5190 Other Building Maintenance	\$0	\$100	\$100	\$100	\$0	\$0	\$0	\$0	\$0	\$0
	\$125,854	\$131,909	\$136,489	\$141,253	\$0	\$0	\$0	\$0	\$0	\$0
	Assumes 40% less rent, lower utilities	Lease increases 4% annually, as does the above projection								
5100 Building & Grounds										
5110 Rent/Lease	\$63,542	\$66,083.92	\$68,727.28	\$71,476.37	\$74,335.42	\$77,308.84	\$80,401.19	\$83,617.24	\$86,961.93	\$90,440.41
5120 Utilities	\$3,840	\$3,840.00	\$3,840.00	\$3,840.00	\$3,840.00	\$3,840.00	\$3,840.00	\$3,840.00	\$3,840.00	\$3,840.00
5130 Property Insurance	\$0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
5140 Repairs & Maintenance	\$1,300	\$1,300.00	\$1,300.00	\$1,300.00	\$1,300.00	\$1,300.00	\$1,300.00	\$1,300.00	\$1,300.00	\$1,300.00
5150 Custodial Service & Supplies	\$8,100	\$8,100.00	\$8,100.00	\$8,100.00	\$8,100.00	\$8,100.00	\$8,100.00	\$8,100.00	\$8,100.00	\$8,100.00
5190 Other Building Maintenance	\$100	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00
	\$76,882	\$79,424	\$82,067	\$84,816	\$87,675	\$90,649	\$93,741	\$96,957	\$100,302	\$103,780
Difference between projections	\$48,972	\$52,485	\$54,422	\$56,436						
Savings	39%	40%	40%	40%						

Recommendation

We have set SWAN staff returning to the office on September 1, 2021. We will retain some schedule of in-office days, library visits, and work from home. This is the arrangement used prior to the pandemic.

The future is extremely difficult to predict at this stage with the pandemic. Herd immunity might not be achieved before the end of 2021, and the variants of this virus are troubling. It is possible we will be 100% work from home again in 2022. We just don't know.

Based on the long-term cost for the organization and retaining our most flexible options for the nearest possible date of 2024 for deciding on SWAN's office space needs, I recommend no change to the existing lease.

Auditor

The engagement letter was signed with Selden Fox for the fiscal year 2021 audit.

Board Election

We have received 1 self-nomination thus far. There are several individuals considering a written statement of interest. The deadline is April 30th 5 p.m.

Financial Archive

SWAN received 29 boxes of financial records from RAILS on April 14th. These boxes contain paper records of financial activity from October 2010 through June 2020.

RAILS Consortia Committee Update

The meeting held on April 19, 2021 included a discussion on RAILS FY22 budget planning. RAILS is planning a deficit budget and will request increased funding from the Secretary of State. It remains unclear if a funding increase will be granted as there has been no increase in regional library system funding for 10 years.

The agenda for the committee included a discussion on the value of two RAILS grant programs, (1) the annual LLSAP Grant, and (2) the Catalog Grant for one-time expense reimbursements for joining an LLSAP. The discussion ranged between the value of each grant program, and the differences of opinion shared fell along the lines of standalone rural libraries being unable to afford LLSAP annual membership (PrairieCat) or LLSAP Grant funding a specific program not possible prior (Pinnacle).

I think it is worthwhile for the SWAN Board to continue monitoring the RAILS FY22 budget planning and when appropriate communicate a statement of support for each grant program. The LLSAPs represent over 63% of the RAILS service population and a continuation of the LLSAP Grant program at a set percentage of RAILS overall funding should remain in place in all RAILS budget scenarios. LLSAPs are the most successful library service created in the history of the regional library systems, with 94% of the resource sharing within RAILS due to the LLSAPs. Support of resource sharing within Illinois has been a consistent priority of the State Library for the regional library systems.

SWAN can expect to have standalone libraries within our region to apply for membership, and advance conversations with those libraries should determine if the Catalog Grant is necessary. The one-time grants could be modified to be more needs based for the future.

Board Considerations

User Record Purge

We will be discussing some proposed changes to the way SWAN has managed the removal of inactive patron records in the system database. Please refer to documents within the SWAN Board packet for this discussion.

Harvey Public Library District

The library has outstanding invoices totaling \$21,191.94 with some invoices dating back to February 2018. The library has hired Xavier Menzies (formerly at Markham) as the library director and we spoke on Wednesday, April 14th about the past due invoices. Xavier has some questions regarding prior payments made by Harvey which I plan to reconcile with him using the paper financial archive.

1. Bill all outstanding and future invoices as monthly payments
2. Request SWAN Board to consider waiving the payment of the EBSCO year-2 subscription for Harvey at \$2,853 (July 1, 2021 – June 30, 2022)

Xavier intends to pay the outstanding balance owed to SWAN over 12 months. The most recent payment was mailed on April 14, 2021 in the amount of the latest SWAN membership invoice for \$5,724.50

There was a prior arrangement outlined in a SWAN letter dated December 30, 2019 sent to the previous interim director with a payment plan to address the \$24,132.25 owed to SWAN at that time. This payment plan was not followed by the library, and I regret oversight on this issue during the pandemic.

American Rescue Plan: funds for Illinois libraries

I have been monitoring the progress and potential for funds within the American Rescue Plan for special projects or programs for SWAN libraries.

The Illinois Library Association in its [March 25, 2021 newsletter](#) shared the following information about the American Rescue Plan, which was passed by Congress and signed

In addition to \$4.7 million allocated to Illinois libraries to be delivered via LSTA/the Illinois State Library, the state of Illinois and its local governments will receive an estimated \$13.705 billion. \$7.5 billion will be available for programs as part of a newly-established Coronavirus State Fiscal Recovery Fund, out of which Illinois counties will receive \$2.54 billion and cities \$3.42 billion. ILA has already reached out to the DCEO to 1) request information as the funding process is developed and 2) urge explicit inclusion of libraries as eligible units of government. **Now is the time for library directors in municipal and district libraries to open conversations with your municipal colleagues to collaborate on access to these funds, focusing on areas of mutual interest such as broadband.** We will share information as it becomes available.

I reached out to ILA Executive Director Diane Foote who was excited to discuss the possibility of SWAN coordinating some response to funding as the picture becomes a bit clearer on the dispersal of ARP funds. Diane believes the Illinois Department of Commerce & Economic Opportunity (DCEO) will manage the funds based on Illinois county. The SWAN region falls into the Northeast region of the DCEO support (see map included in board packet).

I have included an article [Public Libraries Can Tap into Eligible Funds Worth Billions](#), from Governing: The Future of States and Localities that summarizes the available funding.

Over the past few weeks, I have had some informal discussions with library directors and SWAN staff. Some ideas generated from these brief conversations include:

- Laptops for checkout at a library which allow non-residents beyond that library's local tax funded service
- Smart Lockers for remote pickup and retrieval of laptops, hotspots, or requested material
- Library e-resource accessibility: create a resource for public libraries to help vendors and library staff better address the accessibility requirements for 3rd party subscription resources used within online e-content and research (modeled on the [B1G Academic Alliance](#))

Recommendation

SWAN should host and facilitate regional meetings of its libraries based on county to build a “bank” of possible projects to serve our communities in response to pent-up demand from the pandemic and the economic depression. While the details for ARP funding dispersal or applying for these funds remains unclear at this stage, these ideas could be used in future opportunities for funding grants.

Discussion Groups	# of Libs	Notes
Cook County: North	28	Using I55 as a dividing line
Cook County: South	39	Coordinate with SLAAM and/or ATLAS
DuPage County	22	Possibly more if standalone interest
Kane County	7	Fox River group of libraries
Will County	4	Furthest south SWAN, might incl PrairieCat neighbors

Library Name	Primary County	ZIP	Suggested Group #
Bellwood Public Library	Cook	60104	1
Berkeley Public Library	Cook	60163	1
Berwyn Public Library	Cook	60402	1
Broadview Public Library District	Cook	60155	1
Brookfield Public Library	Cook	60513	1
Cicero Public Library	Cook	60804	1
Eisenhower Public Library District	Cook	60706	1
Elmwood Park Public Library	Cook	60707	1
Forest Park Public Library	Cook	60130	1
Franklin Park Public Library District	Cook	60131	1
Hillside Public Library	Cook	60162	1
Hodgkins Public Library District	Cook	60525	1
La Grange Public Library	Cook	60525	1
LaGrange Park Public Library District	Cook	60526	1
Lyons Public Library	Cook	60534	1
Maywood Public Library District	Cook	60153	1
McCook Public Library District	Cook	60525	1
Melrose Park Public Library	Cook	60160	1
North Riverside Public Library District	Cook	60546	1
Northlake Public Library District	Cook	60164	1
Oak Park Public Library	Cook	60301	1
River Forest Public Library	Cook	60305	1
River Grove Public Library District	Cook	60171	1
Riverside Public Library	Cook	60546	1
Schiller Park Public Library	Cook	60176	1

Library Name	Primary County	ZIP	Suggested Group #
Stickney-Forest View Public Library District	Cook	60402	1
Thomas Ford Memorial Library	Cook	60558	1
Westchester Public Library	Cook	60154	1
Acorn Public Library District	Cook	60452	2
Alsip-Merrionette Park Public Library District	Cook	60803	2
Bedford Park Public Library District	Cook	60501	2
Blue Island Public Library	Cook	60406	2
Bridgeview Public Library	Cook	60455	2
Calumet City Public Library	Cook	60409	2
Calumet Park Public Library	Cook	60827	2
Chicago Heights Public Library	Cook	60411	2
Chicago Ridge Public Library	Cook	60415	2
Crestwood Public Library District	Cook	60445	2
Dolton Public Library District	Cook	60419	2
Evergreen Park Public Library	Cook	60805	2
Flossmoor Public Library	Cook	60422	2
Glenwood-Lynwood Public Library District	Cook	60411	2
Grande Prairie Public Library District	Cook	60429	2
Green Hills Public Library District	Cook	60465	2
Harvey Public Library District	Cook	60426	2
Homewood Public Library District	Cook	60430	2
Justice Public Library District	Cook	60458	2
Lansing Public Library	Cook	60438	2
Markham Public Library	Cook	60428	2
Matteson Area Public Library District	Cook	60443	2
Midlothian Public Library	Cook	60445	2
Nancy L. McConathy Public Library District	Cook	60411	2
Oak Lawn Public Library	Cook	60453	2
Palos Heights Public Library	Cook	60463	2
Palos Park Public Library	Cook	60464	2
Park Forest Public Library	Cook	60466	2
Prairie State College	Cook	60411	2
Prairie Trails Public Library District	Cook	60459	2
Richton Park Public Library District	Cook	60471	2
Riverdale Public Library District	Cook	60827	2
South Holland Public Library	Cook	60473	2
Steger-South Chicago Heights Public Library District	Cook	60475	2
Summit Public Library District	Cook	60501	2

Library Name	Primary County	ZIP	Suggested Group #
Thornton Public Library	Cook	60476	2
Tinley Park Public Library	Cook	60477	2
William Leonard Public Library District	Cook	60472	2
Worth Public Library District	Cook	60482	2
Bensenville Community Public Library District	DuPage	60106	3
Bensenville Elementary School District #2	DuPage	60106	3
Bloomington Public Library	DuPage	60108	3
Carol Stream Public Library	DuPage	60188	3
Clarendon Hills Public Library	DuPage	60514	3
Downers Grove Public Library	DuPage	60515	3
Glen Ellyn Public Library	DuPage	60137	3
Glenside Public Library District	DuPage	60139	3
Hinsdale Public Library	DuPage	60521	3
Indian Prairie Public Library District	DuPage	60561	3
Itasca Community Library	DuPage	60143	3
Morton Arboretum	DuPage	60532	3
National University of Health Sciences	DuPage	60148	3
Oak Brook Public Library	DuPage	60523	3
Roselle Public Library District	DuPage	60172	3
Theosophical Society in America	DuPage	60187	3
Villa Park Public Library	DuPage	60181	3
Warrenville Public Library District	DuPage	60555	3
West Chicago Public Library District	DuPage	60185	3
Westmont Public Library	DuPage	60559	3
Wood Dale Public Library District	DuPage	60191	3
Woodridge Public Library	DuPage	60517	3
Batavia Public Library District	Kane	60510	4
Geneva Public Library District	Kane	60134	4
Kaneville Public Library District	Kane	60144	4
Messenger Public Library of North Aurora	Kane	60542	4
St Charles Public Library District	Kane	60174	4
Sugar Grove Public Library District	Kane	60554	4
Town and Country Public Library District	Kane	60119	4
Beecher Community Library District	Will	60401	5
Crete Public Library District	Will	60417	5
Frankfort Public Library District	Will	60423	5
University Park Public Library District	Will	60466	5

Monthly Financial Report

This month would be 75% of the budgeted revenue and expenses. SWAN's financial are presented in a cash basis for this current fiscal year 2021. Expenses exceed revenue at the end of March, but April will reflect a \$140,504.50 LLSAP grant payment and payments for fourth quarter membership fees.

SWAN FY21	Year-to-date
Total Revenue	\$2,932,326.14
Total Expenses	\$3,004,391.86
Over / (Under)	(\$72,065.81)

Please note: 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.

Unpaid Invoices

The transition from RAILS Finance to Lauterbach did not include unpaid invoices being entered into SWAN's accounting system. We have tracked the unpaid invoices prior to current fiscal year 2021 separately and followed up on those directly with SWAN libraries and non-member libraries.

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the fourth quarter invoices were sent out in April. We are at 72.74% for this line and need to get to 100% revenue for the period. This past month, Ginny has contacted the libraries with outstanding membership fee invoices.

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% as expected. The fourth payment will be reflected in April's financials.

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 total joining fee of \$31,742 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, Scott, Rudy). 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.

5410 – Infrastructure Licensing: this line is overbudget which is partially due to some misclassified expenses in this budget line meant for 5420 Application Software Licensing.

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 are currently being deployed to staff.

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. SWAN100 libraries expenses are recorded in this line and reimbursement to SWAN is recorded in Revenue 4320 Other Grant Revenue.

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: April 2021

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 (March 16th - April 19th) regular user group meetings and member engagement are noted. Increased fine free and item type consolidation, as well as pilot projects reflect ongoing projects and interaction with members. 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
3/16/2021	Item Type Consolidation (Crete)	Sam	Bib Srvs	Consultation
3/17/2021	Circulation Advisory	Crystal, Sam, +others	UX, Bib Srvs	Member meeting
3/17/2021	ILLINET Traffic Survey (Geneva)	Dawne	Admin	Consultation
3/18/2021	OCLC Services/Record Manager (Bloomington)	Dawne, Scott	Admin, Bib Srvs	Consultation
3/19/2021	Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
3/19/2021	KitKeeper Pilot	Helen, Dawne	Admin	Research & Development
3/22/2021	Discard Processing (Downers Grove)	Michael, Scott	IT, Bib Srvs	Consultation
3/22/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
3/23/2021	Fine Free Discussion (Oak Park)	Dawne, Vickie	Admin, IT	Consultation
3/24/2021	Fine Free Consultation (Messenger)	Vickie	IT	Consultation
3/25/2021	Technology Users	Steven, Ian, Rudy, Michael, Dave, Dawne	IT, Admin	Member meeting
3/25/2021	Discovery & User Experience	Tara, Robin, Dawne, Aaron	UX, Admin	Member meeting
3/29/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
3/30/2021	SWAN Fireside Chat #24	Steven, Aaron, Michael, Vickie, Tara	IT, Admin, UX	Member meeting
3/30/2021	LinkedIn Migration Consultation (Tinley Park)	Steven	IT	Consultation
4/1/2021	Item Type Consolidation (Palos Heights)	Sam	Bib Srvs	Consultation
4/2/2021	Firewall Configuration (Roselle)	Steven	IT	Consultation

4/2/2021	Item Type Consolidation (River Forest)	Sam	Bib Srvs	Training
4/2/2021	KitKeeper Pilot	Dawne	Admin	Research & Development
4/5/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
4/5/2021	Acquisitions Training (Hinsdale)	Sam	Bib Srvs	Consultation & Training
4/5/2021	Fine Free Consultation (Bensenville)	Vickie, Michael	IT	Consultation
4/6/2021	Fine Free Consultation (Woodridge)	Vickie, Michael	IT	Consultation
4/7/2021	Circulation/ILL Office Hours	Dawne, Helen, Vickie, Crystal, Sam	Admin, Bib Srvs, IT, UX	Consultation
4/7/2021	BLUEcloud Analytics Office Hours	Dawne, Michael	Admin, IT	Consultation
4/7/2021	Dialer Replacement (Eisenhower & Elmwood Park)	Steven	IT	Research & Development
4/8/2021	Fine Free Consultation (Villa Park)	Vickie, Michael	IT	Consultation
4/13/2021	Outreach Consultation/Training (Indian Prairie) - member "no show"	Crystal	UX	Consultation
4/14/2021	Cataloging Office Hours	Scott, Claudia, Sam, Sue, Diane, Angela	Bib Srvs	Consultation
4/14/2021	Item Type Consolidation (Alsip)	Sam	Bib Srvs	Consultation
4/14/2021	Aspen Members Update	Tara +others	UX	Member meeting
4/16/2021	Dialer Replacement (Eisenhower & Elmwood Park)	Steven, Michael	IT	Research & Development
4/16/2021	Move Consultation (St. Charles)	Dawne, Scott, Sam	Admin, Bib Srvs	Consultation
4/16/2021	Directors' Coffee Hour	Aaron, Dawne	Admin	Consultation
4/16/2021	KitKeeper Pilot	Helen, Dawne	Admin	Research & Development
4/19/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
4/19/2021	Dialer Replacement (Eisenhower & Elmwood Park)	Steven, Michael	IT	Research & Development
4/19/2021	Outreach Search Interest Training	Crystal	UX	Training

Research & Development, Vendor Engagement

Meetings represent formal project-based meetings with vendors and collaboration projects within the larger library community. We continue to work closely with ByWater on the Aspen Discovery, as well as other partners including Unique, SirsiDynix, Patron Point, OCLC, and Plymouth Rocket. As our development and integration with 3rd party services increase, this open collaboration and development is critical to extending services requested and needed by our members. Also of note, is the support from RAILS and Brian Smith in particular, for assistance in moving RAILS data services into our Azure cloud. Brian has worked with our team in migrating out ticketing system and our SWAN support site, providing

assistance in review of legacy code that can be removed and ensuring that authentication against L2 continues once these services are migrated.

Date	Event Name	Attendees	Teams Represented	Topic
Tuesdays: 3/16 - 4/13	ByWater - Aspen weekly pilot check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Research & Development
3/19/2021	Notice Dialer Migration w/Unique (UMS)	Steven	IT	Collaboration
3/22/2021	Sure Sailing	Dawne, Michael, Vickie, Scott (+others)	Bib Srvs, IT, UX, Admin	Support
3/22/2021	Aspen Lunch & Learn	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Collaboration
3/23/2021	Patron Point	Aaron, Dawne	Admin	Collaboration
3/25/2021	Support Site Configuration w/RAILS	Steven, Rudy, Tara	IT, UX	Collaboration
3/26/2021	RAILS LLSAP Retreat	Aaron, Tara, Scott, Steven, +others	UX, Admin, IT, Bib Srvs	Collaboration
4/5/2021	OCLC Services/Real-time Availability	Dawne, Scott, Helen	Admin, Bib Srvs	Research & Development
4/7/2021	Notice Dialer Migration w/Unique (UMS)	Steven	IT	Collaboration
4/8/2021	Aspen Users Gathering	Tara, Steven, Scott, +others	UX, IT, Bib Srvs	Collaboration
4/8/2021	Support Site Configuration w/RAILS	Steven, Rudy	IT	Collaboration
4/14/2021	Aspen Release Update	Tara, Dawne	UX, Admin	Research & Development
4/15/2021	Plymouth Rocket - KitKeeper development	Helen, Dawne	Admin	Research & Development

SWAN Assistant Director (Dawne Tortorella)

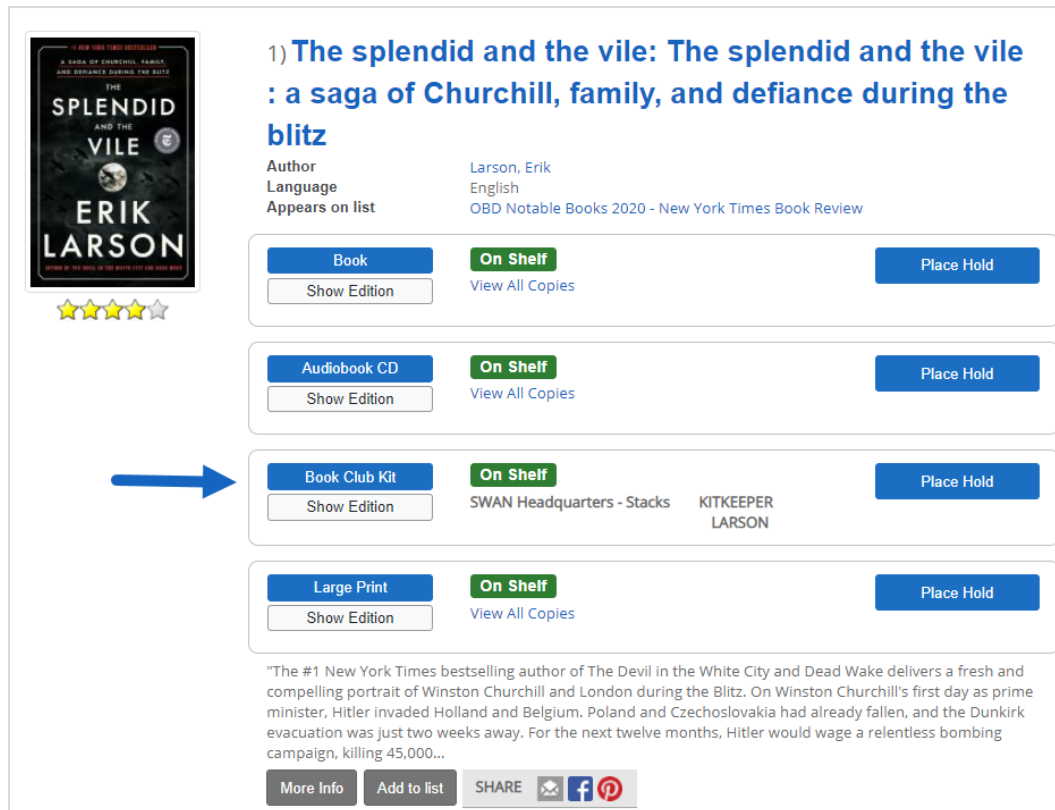
Annual Patron Record Purge, National Change of Address

Postponed during 2020 due to COVID, we are returning to removal of inactive patron records and annual address verification for address. The project plan and proposal for operationalizing these routines is provided as a separate agenda discussion.

KitKeeper & Book Club Users Group

Glen Ellyn and St. Charles have joined the existing pilot libraries, Downers Grove and Geneva. Working with SWAN Bibliographic Services and Cataloging Advisory, shared catalog records for book club kits of the same primary body of work have been outlined. These shared records will only be used for kits managed within the KitKeeper book club reservation system. These guidelines are being refined, and pilot libraries have started cataloging these kits as outlined in the [KitKeeper Cataloging Guidelines](#).

This cataloging consistency allows book club kits to be identified as a special format and grouped with the body of work.



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

Author: Larson, Erik
Language: English
Appears on list: OBD Notable Books 2020 - New York Times Book Review

Book **On Shelf** **Place Hold**
Show Edition View All Copies

Audiobook CD **On Shelf** **Place Hold**
Show Edition View All Copies

Book Club Kit **On Shelf** **Place Hold**
Show Edition SWAN Headquarters - Stacks KITKEEPER LARSON

Large Print **On Shelf** **Place Hold**
Show Edition View All Copies

"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](#) [f](#) [p](#)

Loan periods for these book club kits have been adjusted to provide both a local-use only reservation and a shareable reservation. Libraries may choose to share specific book club kits or restrict to local-use only. The system now supports both options.

Resource Sharing

OCLC has enabled real-time availability for the SWAN library group. Through Z39.50 calls to the SWAN catalog, WorldCat Discovery and WorldShare ILL can determine if the title is available. When an interlibrary loan request is received at a SWAN library, this real-time availability check determines if the request should be routed to the library or immediately sent to the next lender in the lender string. If the title is not available/checked-out, an "automatic no" reason is given for sending the request on. This greatly reduces SWAN member library staff time for review of requests. This also benefits the requesting/borrowing library, as the request is quickly sent to the next lender.

As SWAN has piloted this capability, OCLC will be using SWAN libraries to measure the effectiveness of this new service. Additionally, we are working with OCLC to gain access to both composite and individual library statistics for the SWAN group of libraries.

Availability is determined in real-time, showing if copies are available at any SWAN library. The following examples shows the copies of [The Vanishing Half in Bloomingdale Public Library's WorldCat Discovery](#).

Bloomington Public Library	
ADS	
AMS	
BCS	
BDD ✓ Available (2)	
<i>Call Number</i>	<i>Status</i>
BOOK GROUP F BEN	✗ CHECKEDOUT
BOOK GROUP F BEN	✗ CHECKEDOUT
BOOK GROUP F BEN	✗ CHECKEDOUT
BOOK GROUP F BEN	✓ CIRCDESK
BOOK GROUP F BEN	✓ CIRCDESK
BOOK GROUP F BEN	✗ CHECKEDOUT
BOOK GROUP F BEN	✗ CHECKEDOUT
BOOK GROUP F BEN	✗ CHECKEDOUT
BOOK GROUP F BEN	✗ INTRANSIT
BOOK GROUP F BEN	✗ CHECKEDOUT
F BEN	✗ INTRANSIT
F BEN	✗ CHECKEDOUT

Pseudo Libraries

We have tested pseudo libraries for support of drive-up windows and lockers on the test system. A pseudo library represents a “library” without items or patrons. It exists as a pick-up location for patrons when placing holds. The system sees the pseudo library as another library requiring staff to transit between the main library and the pseudo library. St. Charles and Glen Ellyn will be reviewing the staff processing requirements on April 21st. We will then reach out to all libraries supporting drive-up windows and locker systems to determine interest.

Pseudo libraries have a one-time setup cost associated with activation by SirsiDynix.

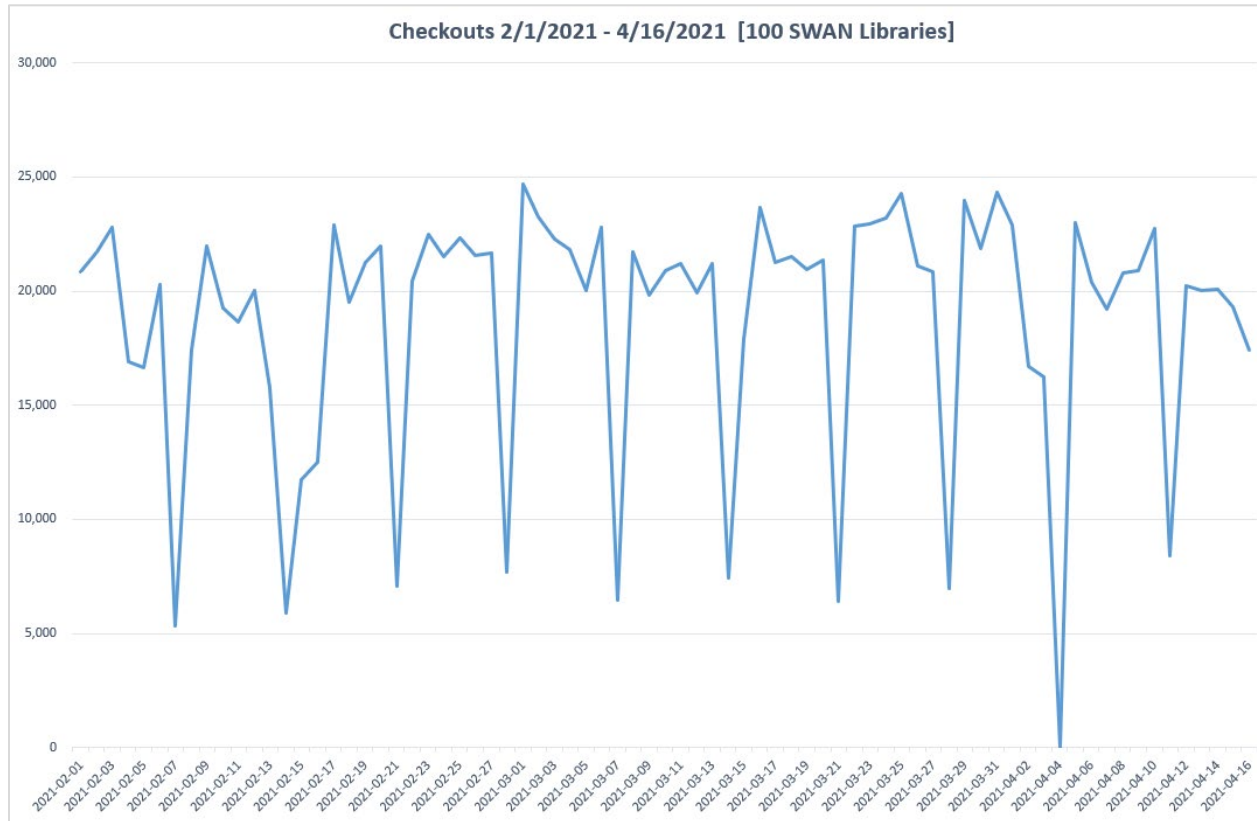
COVID-19

Closures continue to be monitored through our [Library Services Status](#) page. With the RAILS quarantine period removed, many SWAN libraries have followed suit. At the March Fireside gathering, we announced a September 1st target date for return to pre-COVID circulation/hold policies. Libraries using Fine Free for Now need to make a decision on whether to return to pre-COVID loan rules or become Fine Free permanently by this date.

A look at the numbers

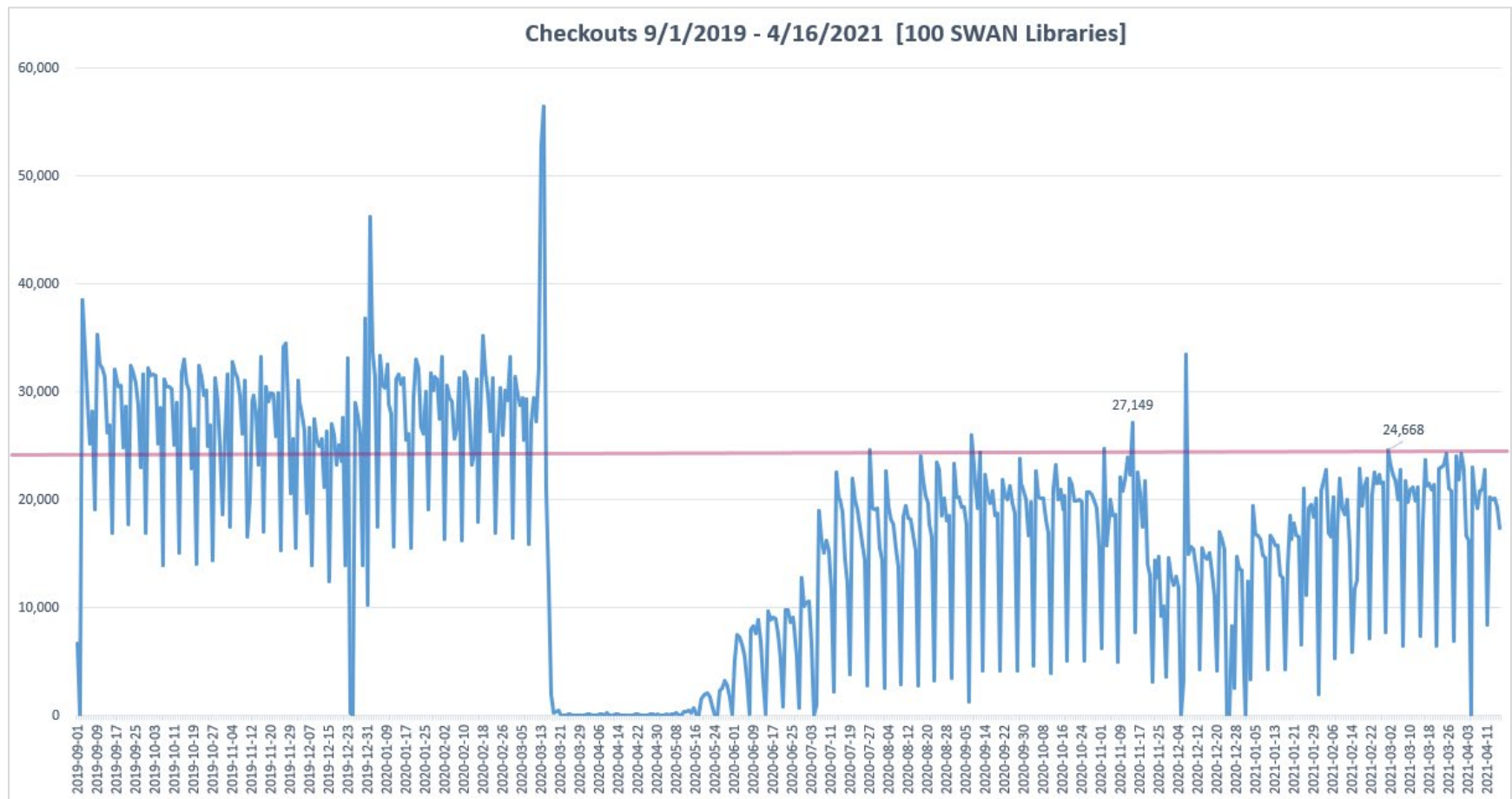
Circulation

Circulation has been relatively flat since February. Monday, March 1st circulation of 24,668 is still the single highest day of circulation since November 2020. Limited weekend hours are reflected in the cyclical pattern of circulation. None out of ten weeks, since February 2021, show the heaviest circulation day of the week is Monday. Despite Monday peaks, there is variation in typical circulation numbers Monday-Friday.



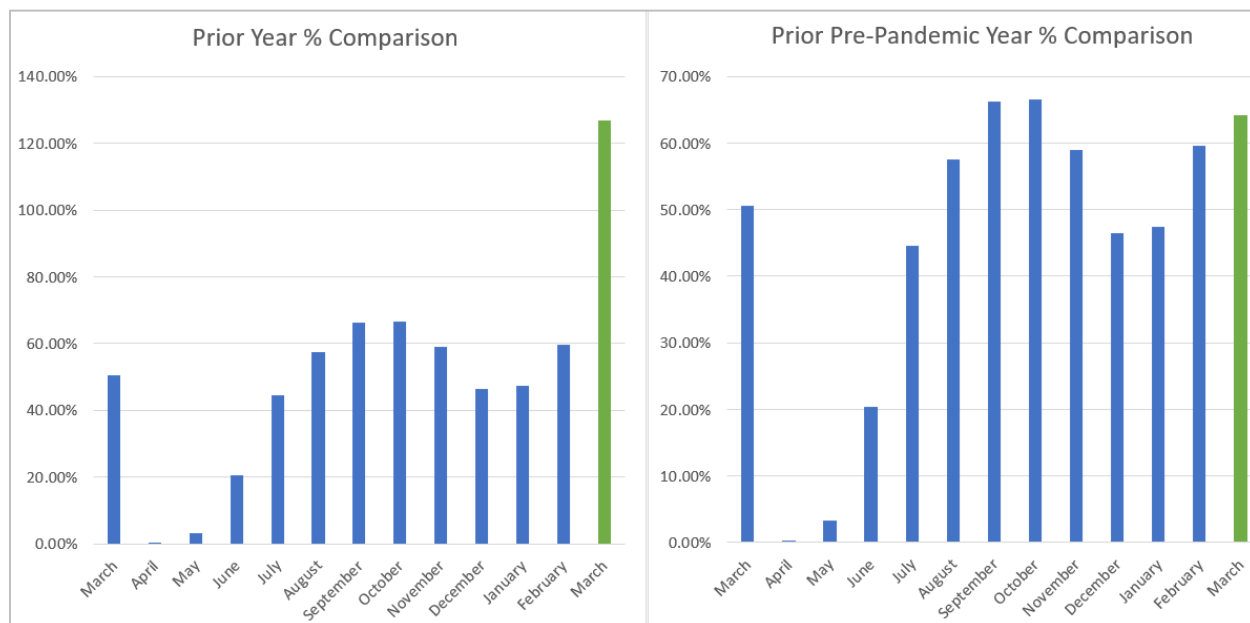
The full snapshot of circulation activity since September 2019 shows that we are close to pre-winter circulation numbers. The pattern of circulation from July-November and February-April is pretty level compared with the more dramatic changes in circulation pre-pandemic. This is similar to the consistency we see in holds placed/picked-up during the pandemic.

It may be helpful to look at patron activity during this past year – our loyal library patrons have continued to be active and have maintained steady activity.

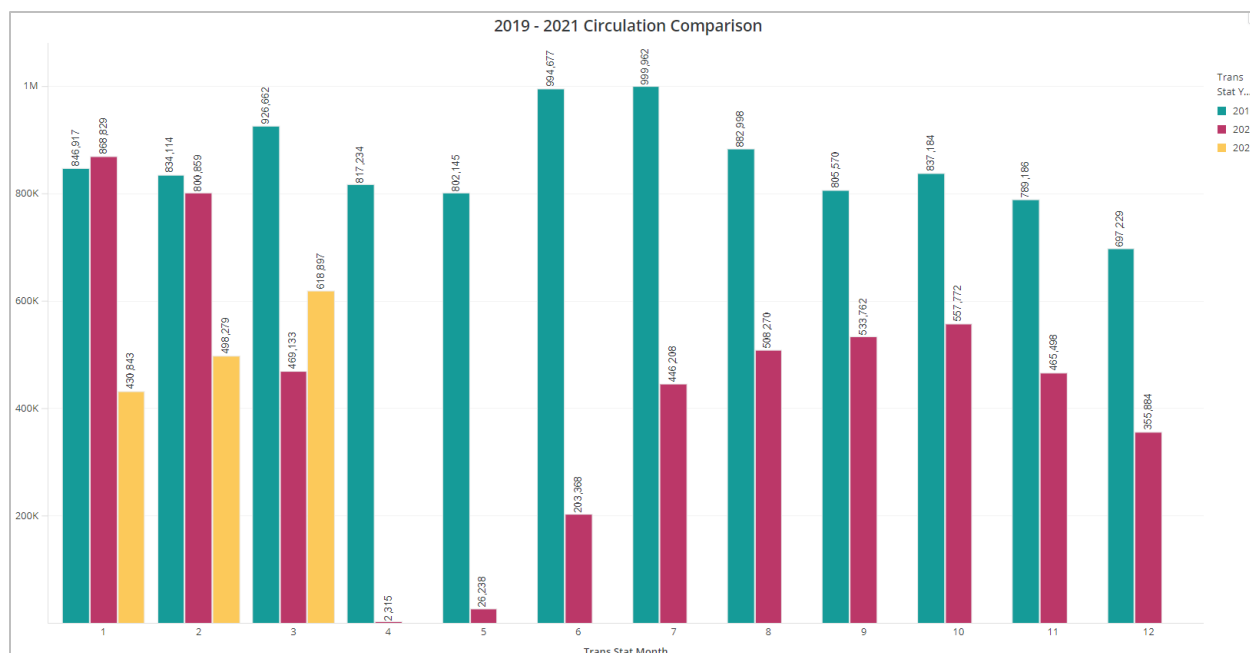


March 2020 was the start of pandemic. If we compare March 2020 to March 2021 circulation, we see a 132% increase circulation. However, comparing prior pre-pandemic circulation statistics is more representative of our return to circulation patterns. Circulation in March 2021 was 64% of March 2019 and slightly behind our Fall 2020 comparison numbers. In all circulation comparisons, it is important to remember that 2021 circulation reflects our 100 libraries, approximately a 5% growth in expected circulation before our membership growth.

Month	2019	2020 (97)	2020 % of Circ (100)	% of Circ	Month	Prior Year: Pre-Pandemic	2020 (97)	2020 % of Circ (100)	% of Circ
March	926,662	469,133		50.63%	March	926,662	469,133		50.63%
April	817,234	2,315		0.28%	April	817,234	2,315		0.28%
May	802,145	26,238		3.27%	May	802,145	26,238		3.27%
June	994,677	203,368		20.45%	June	994,677	203,368		20.45%
July	999,962	446,208		44.62%	July	999,962	446,208		44.62%
August	882,998	508,270		57.56%	August	882,998	508,270		57.56%
September	805,570	533,762		66.26%	September	805,570	533,762		66.26%
October	837,184	557,772		66.62%	October	837,184	557,772		66.62%
November	789,186	465,498		58.98%	November	789,186	465,498		58.98%
December	697,229	323,875		46.45%	December	697,229	323,875		46.45%
January	869,179	412,224	433,108	47.43%	January	869,179	412,224	433,108	47.43%
February	800,859	477,100	499,165	59.57%	February	800,859	477,100	499,165	59.57%
March	469,133	594,724	619,720	126.77%	March	926,662	594,724	619,720	64.18%
	10,692,018	5,020,487		46.96%		11,149,547	5,020,487		45.03%



Comparison of circulation from January, 2019 – March, 2021 shows the month-to-month patterns of circulation over the pre-pandemic, pandemic, and current year.

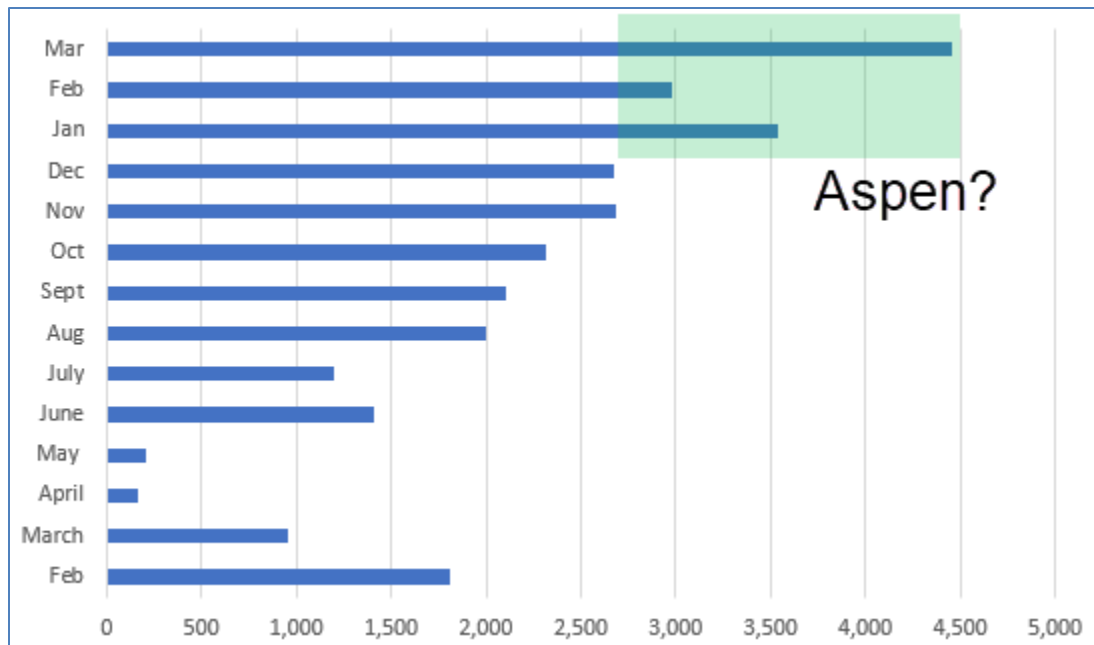


Holds

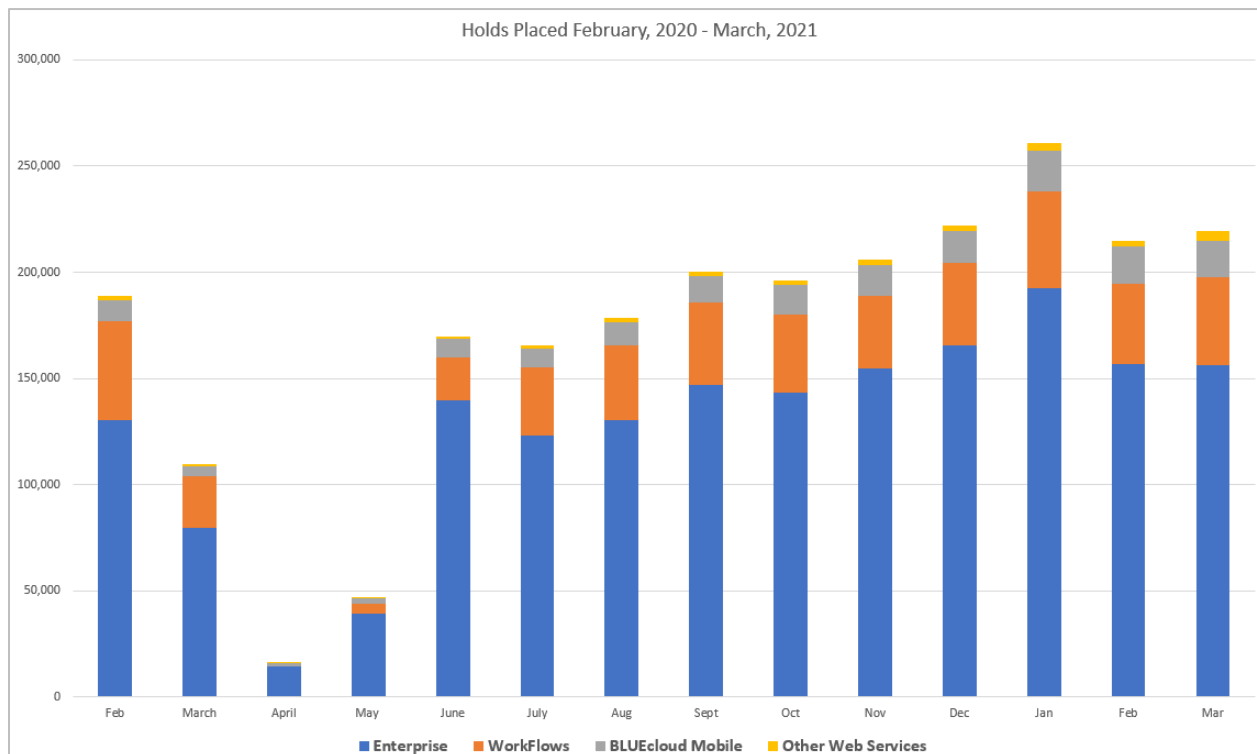
March 2021 holds placements and pick-up numbers continue to show over 80% of holds placed are initiated by patrons. Since July 2020, we have seen roughly 34,000 patrons picking up holds throughout SWAN. The consistency of this number points to our core patrons using holds to manage their circulation activity.

Hold Client	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	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	156,104	1,773,097
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	41,698	436,582
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	16,997	156,002
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	4,452	28,491
Unknown	246	146	22	11	143	114	121	259	451	931	307	0	30	16	2,797
Bookmyne	317	95	11	18	41	167	129	185	212	97	88	93	73	59	1,585
SIP2	27	31	0	0	0	9	18	12	18	2	0	1	6	2	126
BLUEcloud Circ	14	20	0	0	12	3	21	1	2	5	2	6	1	2	89
	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	219,330	2,398,769
% Placed by Patron	75%	78%	98%	90%	88%	81%	80%	81%	81%	84%	83%	83%	82%	81%	82%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	8%	8%	9%	8%	9%	9%	10%	8%

A noticeable increase is observed in holds placed through “Other Web Services” in the past three months. This is where holds placed through 3rd party apps and Aspen would appear in statistics. This increase points to increased use of Aspen by patrons of the Aspen pilot libraries. As Aspen use increases we can expect to see a decrease in Enterprise holds placement and an increase in Other Web Services holds placement.



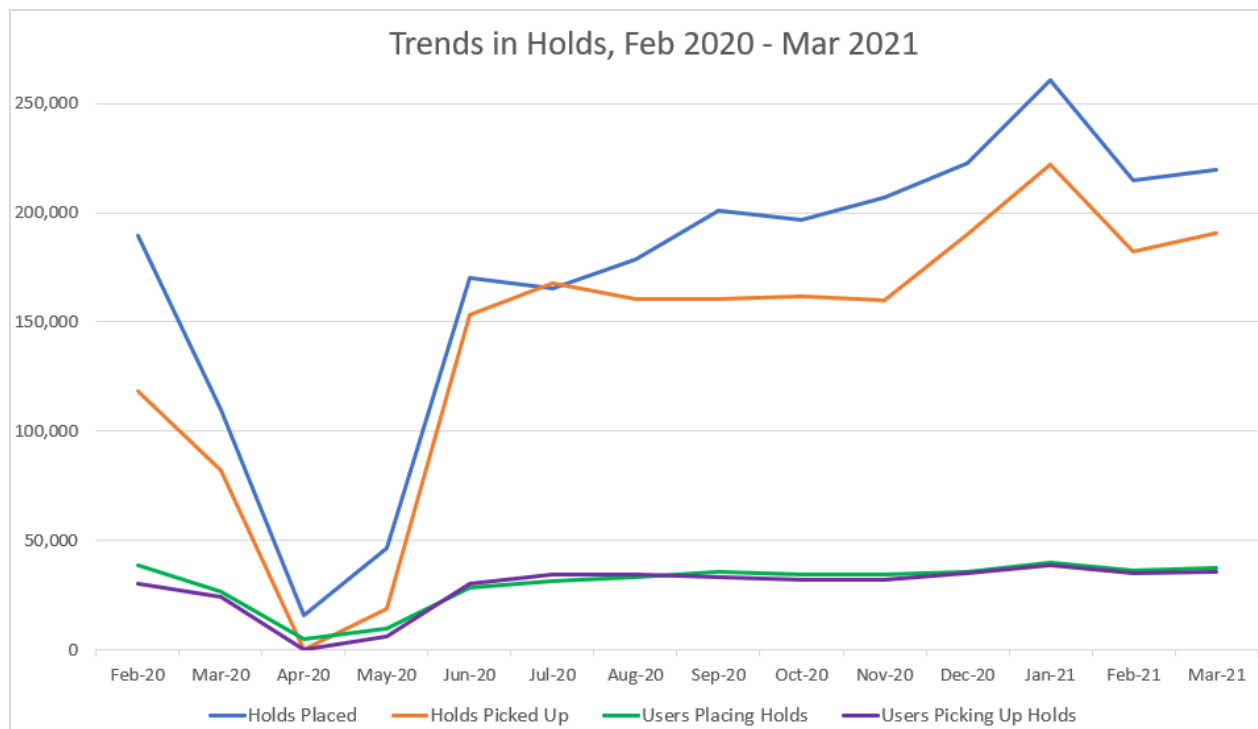
While difficult to measure on the chart, the top segment identifying Other Web Services did show a nearly 50% increase over the prior month.



The decline in holds placed and number of users placing pickup holds observed in February reversed slightly in March. The active users placing holds is steady around 37,000.

	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
Mar-21	219,330	190,953	37,411	35,670

NOTE: log files only provide hold details transactions since 2/10/2020

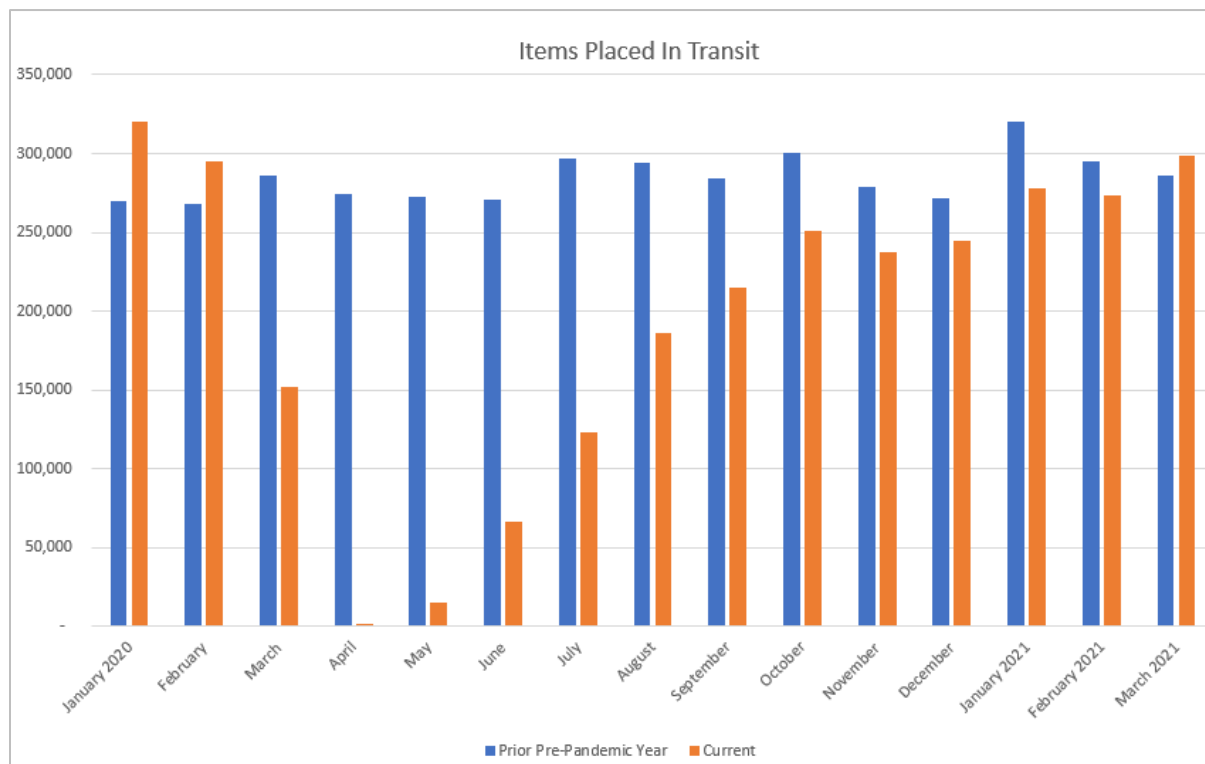


Transits – Resource Sharing

SWAN resource sharing has returned to pre-pandemic levels. These numbers are not surprising in relation to the number of patrons relying on holds during this past year. Comparing March 2019 data

with transits in March 2021, a 5% increase is noted. This increase closely correlates with the addition of our new libraries. We are on par with pre-pandemic transits between libraries.

SWAN hE - Transit Item to Another Library Statistics			
	Prior Pre-Pandemic 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%
March 2021	286,066	299,023	5%
	4,270,148	2,958,257	-31%



Reviewing hold and transit data tells the story we have long known – resource sharing is strong and stable within SWAN.

SWAN Bibliographic Services (Scott Brandwein)

Item Type Consolidation

Sam Dietel has finished a draft of our proposed Item Type terms for equipment, tools, Library of Things collections, and other ephemera. This was an especially difficult set of item types to sort through, and we will continue to fine-tune these terms as we consult with individual libraries on their collections.

Item Type Consolidation continues on a volunteer basis, and we are beginning to consult with staff that participate in Circulation Advisory to see how we can further standardization efforts.

Diversity & Inclusion in Metadata

We have selected volunteers for this task force and will be having our first meeting on April 23rd.

Bibliographic Services is doing some preliminary research on existing subject headings that may warrant discussion based on similar projects in other groups as well as analysis of search practices by the SWAN membership.

We attended the LACONI event “Diversity, Equity, and Inclusion in Cataloging and Collection Development” along with member of the upcoming task force. The discussion from this event will also feed into the work we do. Representative from LaGrange Public Library presented at this event and identified a need for an ability to better identify “Own Voices” and other diversity collections in our database. We do have some methods for labeling individual items using Item Category 4, but this can be expanded.

COSUGI Presentations

Scott will be giving two presentations at the upcoming COSUGI conference the week of April 26th. The first, “If You Build It, They Will Come: Developing Core Application Services” will be co-presented with Rudy Host and discuss several of SWAN’s development projects and some of the principles and techniques we have learned in their development. They include OCLC Holdings Manager, online patron registration, the patron lookup tool, the transit label generator, the cancelled publication tool, and patron notification tools.

The other presentation is about how we integrate our MARCIVE services into our Symphony catalog. This is co-presented with Ligia Gomez from MARCIVE Consultative Sales. It examines our current suite of MARCIVE products, why we use what we do, and how we consider workflow and technical issues in its application. After COSUGI, we will record a version of this presentation and make it available on our support site for interested SWAN staff.

Serials Cleanup

We reported on Serials Cleanup efforts in last month’s report. Since then, we have received excellent response to our membership survey looking for information on collection and data practices. We have more responses to collect before we reach 100% completion. We have put this project on a soft hold to make room for other things, but we will resume in earnest during the first week of May when we begin sending personalized reports to libraries who have responded to our survey for feedback on item

records, serial control records, and MARC holdings records that are candidates for deletion based on the responses.

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 March, there were 103 upgrades of minimal level records in OCLC to full records.

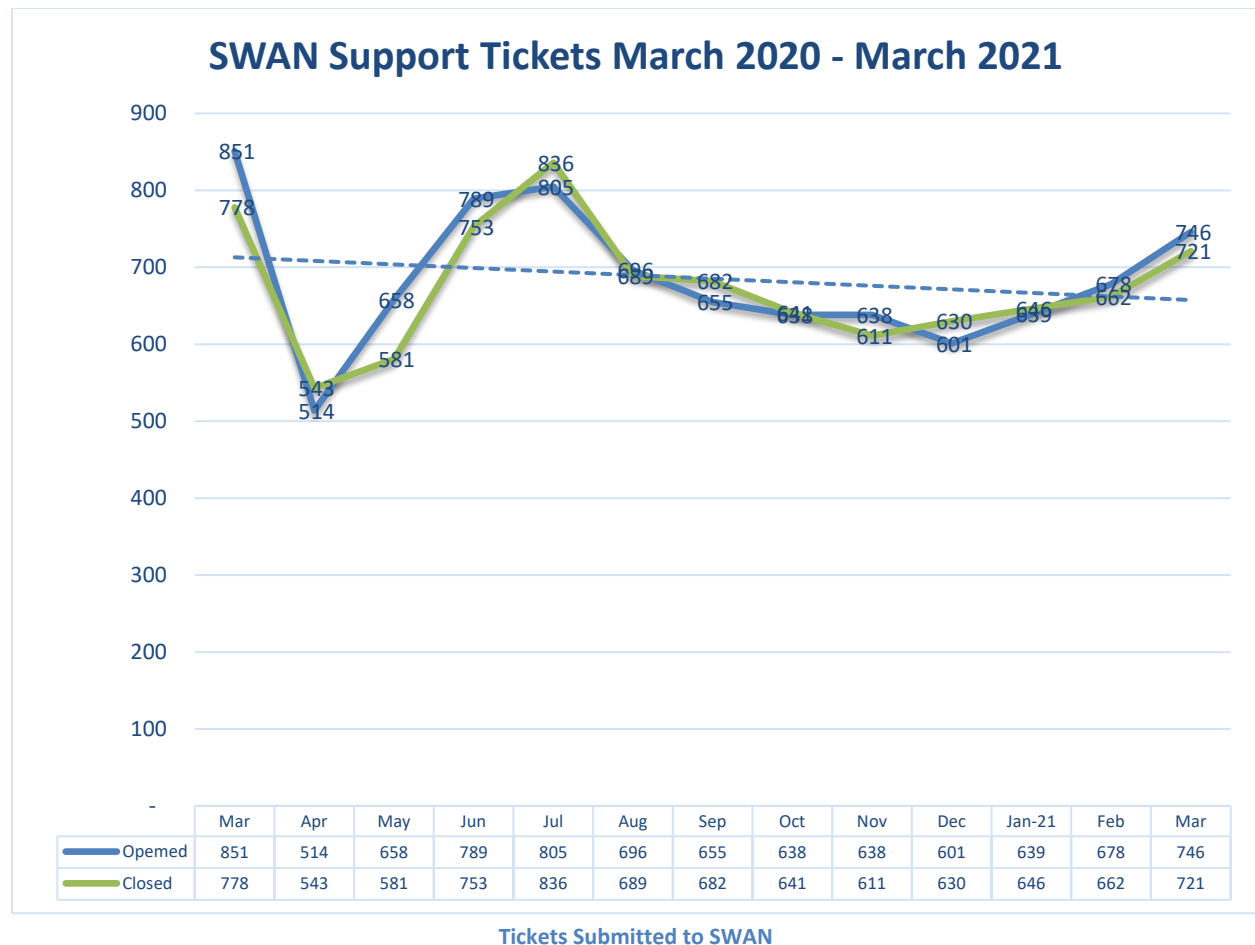
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2019	126	82	106	211	92	163	127	175	171	102	97	107	1,569
Copy 2019	2,565	1,952	1,939	2,352	2,032	2,070	1,672	1,872	2,362	2,605	1,648	1,587	24,656
Orig 2020	99	111	69	152	98	129	88	102	76	62	56	46	1,088
Copy 2020	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	24,467
Orig 2021*	41	53	54										
Copy 2021*	1,632	1,847	1,911										

* 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

Support tickets for the previous period consisted largely of typical inquiries, including circ/hold map changes and general questions. Michael worked with Dawne (Admin) to coordinate library renovation requests for Wood Dale and Indian Prairie. Additionally, Steven, with the help of Robin (UX), assisted several libraries with inquiries regarding Lynda.com migrations to LinkedIn Learning. Documentation for this process has been published as a [news post](#) on the SWAN Support Site.



Aspen Project

- Checkout history testing – Rudy, Dave with Dawne (Admin)
- Troubleshooting of nightly index scripts – Steven, Rudy
- Troubleshooting PIN reset email – Steven, Rudy

Vendor Integrations

- Lynda.com/LinkedIn Learning migrations – Steven with Robin (UX)
- MeeScan integration for Oak Park branches – Ian
- Luxer One locker ILS integration for Villa Park – Ian, Steven

RAILS & SVA Server Migrations

- Setup and troubleshooting of new Support Site server – Rudy, Steven, Tara (UX) 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 config updates – Michael, Dave, Vickie
- Library Fine Free consultations and configuration – Vickie, Michael
- FY21 staff laptop hardware deployments and consultations – Ian
- SWAN SharePoint retention policy research and setup – Steven with Dawne (Admin)
- Wood Dale renovation system setup and policies – Michael with Dawne (Admin)
- Indian Prairie renovation system setup and policies – Michael with Dawne (Admin)
- Symphony batch loading tests – Steven with Scott (Bib Svcs)
- Symphony 3.7.1 setup on test server, release notes review – Steven
- BLUEcloud Central user permissions testing – Dave
- Library URL in email courtesy notices – Michael
- SWAN Mobile App Store Privacy Policy updates – Steven
- Patron Purge / NCOA planning – Steven, Dave, Vickie with Dawne (Admin)
- Pseudo libraries planning and testing – Dave, Michael, Steven with Dawne (Admin), UX, and Bib Svcs

SWAN Notice Dialer (SVA Replacement)

This month, the SWAN Notice Dialer project started its first pilot with Elmwood Park Public Library and Eisenhower Public Library. Steven and Michael are working with Peggy Tomzik (Eisenhower) and Lucas McKeever (Elmwood) to coordinate a short library staff pilot which will be followed with a pilot of both libraries' patrons using the PHONE notice preference; essentially those patrons currently served by the retiring SVA dialer system. After collecting patron feedback for two weeks, SWAN will coordinate the next steps with the pilot libraries, either extending the pilot if further configuration is needed or expanding to additional libraries. Prior to a wider go-live, Steven will release documentation on the new system and present a short webinar to detail changes and answer questions.

Steven has been in constant communication with Unique Management Services to relay feedback and coordinate development adjustments. While only SWAN and library staff have tested the system so far, feedback has been positive and Unique has been receptive to all requested changes. Crystal (UX) has also assisted in the setup of the system by coordinating script language changes with Circ Advisory and verifying each library's contact information.

RAILS Server Migrations

Rudy and Steven have been working with Tara (UX) and Brian Smith of RAILS to coordinate the migration of the SWAN Support Site and OTRS ticketing server. These two services were previously offered by RAILS through contracted support. SWAN is taking over administration of these systems and migrating them to the Microsoft Azure Cloud alongside all other SWAN services.

As of April 15th, the Azure-based setup for both services is largely complete, now awaiting extensive testing from Tara and the UX team. Pending successful testing, the services have a tentative cutover the evening of April 28th, live to the membership the morning of the 29th. Once confirmed, Steven will release additional details for the downtime during the week of April 19th.

SWAN Technology Users Group Meeting

The SWAN Technology Users Group met on March 25th via GoToMeeting, gathering representation from 11 libraries. Topics presented included SWAN technology project updates, insights on the SWAN server setup process, and pointers from SWAN's laptop deployment process. As discussion is becoming less common with these meetings, future meetings will focus primarily on a SWAN Technology Update and encourage attendance from library staff of all departments. SWAN will use this more as an opportunity to share best practices and technology-oriented projects while leveraging the Community Forums for continued discussion.

Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
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)
4/15/2021	335,174	99.15% (332,317)	0.06% (207)	0.00% (12)

Outage Tracking (as of April 16th)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
4/14/2021	06:21	10	Aspen Discovery	No	No	System memory issue requiring restart of services.

SWAN User Experience (Tara Wood)

User groups

Circulation Advisory

Circ Advisory met March 17th. Sam shared information on item type consolidation, and Crystal shared the new Circulation Basics course. Additional topics included due dates for book discussions, SVA notices, and patron management.

Circulation Users Group

Circulation Users Group meets April 21st. Topics will include a discussion of pickup locations for library lockers and curbside.

Discovery and User Experience Advisory

Tara provided an Aspen update, and the group sorted through the open-ended responses from the Aspen beta launch survey.

E-Resources Advisory

E-Resource Advisory group will meet April 22nd. Topics will include a discussion on accessibility in e-resources, as well as information on Hoopla Flex, the EBSCO group purchase, and Explora.

Aspen Pilot

The pilot is winding down, and the pilot libraries now meet bi-weekly.

The pilot had two primary goals: to determine whether Aspen could be a suitable discovery platform for SWAN, and to identify issues and enhancements that we would need to go live. At this point, we aren't seeing any major showstoppers that would prevent us from continuing forward with Aspen. The pilots also identified a robust backlog of issues and enhancements with just a few "must dos" for a go live. A "backlog of issues" might sound like a bad thing, but it is good! There is always room for improvement, and now we have priorities set around those improvements.

The short list of "must do" priorities are rapidly being developed, and we're getting close to being ready for rollout. These include the implementation of fines payments and improved display for items checked out to display users.

Aspen member update

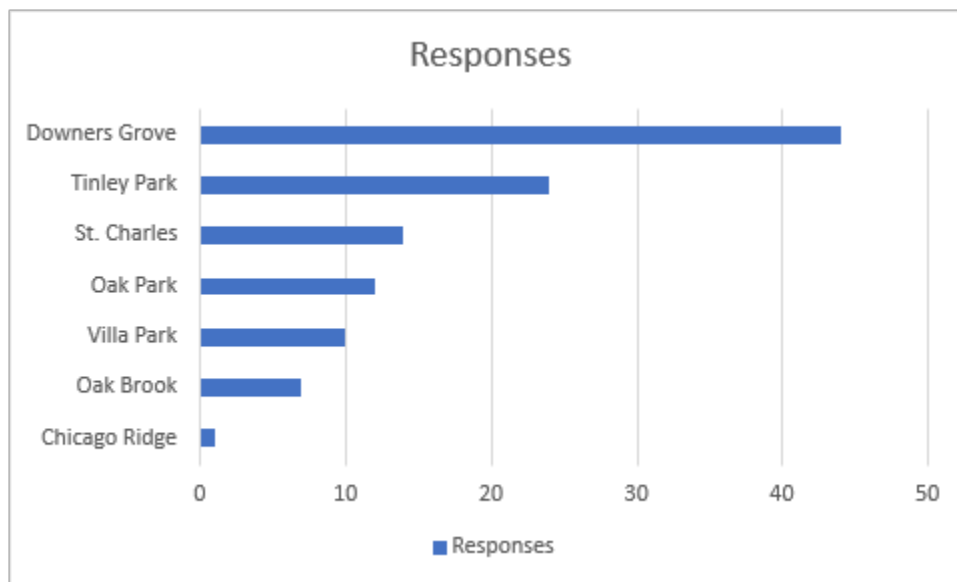
Tara led a membership wide update and Q&A session on Aspen, on April 14th. The recording is available on the support site: <https://support.swanlibraries.net/tutorial/85801>

Aspen patron surveys

We have now concluded two surveys with the Aspen Pilot libraries' patrons.

Beta-launch survey

This survey was designed to compare Aspen and Enterprise, with a mix of open and closed questions. We received 121 responses, 11 of which were library staff. Most responses came from Downers Grove Public Library patrons.



The big takeaways from this survey were:

- 75% of respondents preferred Aspen over Enterprise.
- Open-ended responses – which were optional – largely focused on appearance and recommendation features.
- We received 15 comments about formats, all of which are positive – people like the grouped formats!
- There were some misconceptions around features – for example, one respondent thought Aspen had a “wider search perimeter” than Enterprise.

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.
		Ratify budget

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



Denver's modern main branch library in the city's downtown. (Jim Lambert/Shutterstock)

THE FUTURE OF What's Happening Now

Public Libraries Can Tap into Eligible Funds Worth Billions

The American Rescue Plan includes significant federal dollars that can support library programs and services that play a larger role in recovery than is generally understood.

Carl Smith, Senior Staff Writer | April 14, 2021 | Analysis

A [Gallup poll](#) published in January 2020 found that the cultural activity that Americans engaged in most often wasn't going to a movie theatre, concert or sporting event, but [visiting a library](#). The most frequent users of library services were young people aged 18-29, residents of low-income households and women.

By March 2020, 98 percent of libraries had closed their buildings to some extent, a [survey](#) by the American Library Association (ALA) found. They had pivoted, and were working to augment online services and develop new ways to serve their communities during the pandemic. Some jurisdictions reassigned library staff to assist with the COVID-19 response.

Looking back on 2020, ALA President Julius C. Jefferson, Jr. [described it](#) as “a year

when library professionals answered the call to serve amid multiple emergencies and a year when library workers again proved to be essential ‘first restorers’ or ‘second responders.’”

The American Rescue Plan (ARP) includes billions of dollars in library-eligible funds. Libraries bring unique resources to the ARP’s recovery mission and its aim to lift up citizens disproportionately affected by the pandemic. As an added asset, at a time when clashes between facts and “alternative facts” are intensifying public health and social emergencies, [nearly two-thirds](#) of Americans believe libraries can help them decide which information to trust.

Available Funding

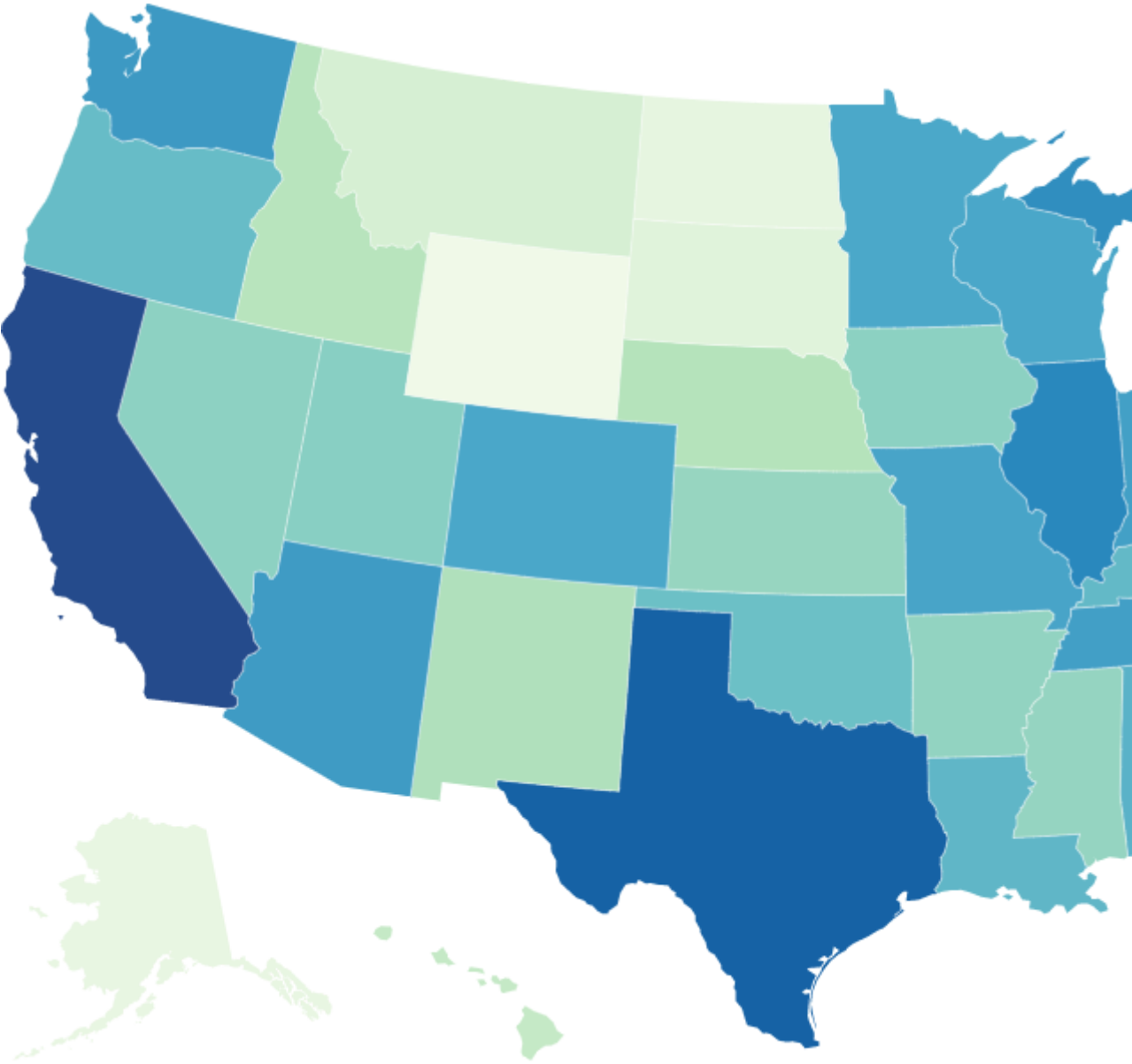
Funding for libraries is available from a number of programs, from sums allocated specifically and only to them to hundreds of billions which schools and local governments have freedom to spend to address their specific needs. Libraries and their advocates will compete with others for a share of these.

The ARP allocates \$200 million for libraries through the Institute of Museum and Library Services (IMLS), an independent federal agency that provides grants to libraries and museums. Some IMLS grants require matches, but this will not be required for grants from stimulus funds. IMLS allotments will be determined according to a population-based formula (see map for amounts).

Money will be sent to state library administrative agencies, who will get it to local libraries.

The funding recognizes how much libraries mean to communities, says Cynthia Landrum, deputy director for the Office of Library Services at IMLS. “This additional infusion of funds will allow them to continue to support those that are most in need, especially around things like digital inclusion and bridging the digital divide.”

IMLS Allotments



Map: Governing • Source: [Institute of Museum and Library Services](#) • Created with [Datawrapper](#)

State library administrative agencies will oversee the transfer of funds to local libraries. Unlike some IMLS funding, grants from the ARP will not require matches.

Libraries can apply to the \$7.172 billion Emergency Connectivity Fund to receive 100 percent reimbursement for purchases of equipment to provide Internet connectivity and devices to the public. The FCC is currently [seeking input](#) on rules for distribution of these funds, with attention to the needs of those with disabilities.

State, local and tribal governments are receiving \$360 billion in emergency aid, intended to offset cuts to public services. More than \$170 billion is appropriated for K-12 schools, and \$40 billion to higher education. Library services and programs can contribute to economic, academic and emotional recovery efforts in both of these sectors, though it may fall to libraries to make the case for funding.

The National Endowments for the Arts and the Humanities will each receive \$135 million, and 60 percent is to be used for direct grants for which libraries are eligible. Libraries can be partners for child-care and early learning programs, for which ARP designates a total of \$40 billion, and for state and local-level after-school and summer programs, funded by more than \$30 billion.

Library-Eligible ARP Programs

ARP Funding	Amount
Institute of Museum and Library Services	\$200,000,000
Emergency Connectivity Fund	\$7,172,000,000
Local Government	\$360,000,000
Education Stabilization Fund	\$130,000,000,000
Higher Education	\$40,000,000,000
National Endowment for the Arts	\$135,000,000
National Endowment for the Humanities	\$135,000,000
Child Care and Development Block Grants	\$39,000,000,000
Head Start	\$1,000,000,000
State-Level Afterschool and Summer Programs	\$9,100,000,000
Local Afterschool and Summer Programs	\$21,900,000,000

Note: The Insitute of Museum and Library Sources funding is the only ARP appropriation entirely devloted to libraries..

Libraries are eligible to receive funds from multiple portions of the emergency recovery funds in the American Rescue Plan.

“There's tons of funding available in the pots that are out there, but much of it will be going to states and cities as block grants,” says Paul Negron, senior communications manager at the Urban Libraries Council. “Public libraries have to dedicate team members to liaise with their state and local and government agencies to understand what that funding is, how they can apply for it and what kind of partnerships are available.”

Internet Didn't Kill Libraries

Services provided by modern libraries go far beyond free access to printed books. Their guiding principle is the organization and curation of knowledge in all its forms. “Contrary to what some folks think, the Internet has not killed libraries,” says Michelle Jeske, city librarian for the Denver Public Library and president of the Public Library Association (PLA). “It's made them even more necessary than ever.”

Libraries are unequaled resources for job seekers, small businesses, struggling students, early readers and isolated seniors. It’s hard to overstate the value of guidance from a trained librarian who has sorted through and organized available resources on your search topic. Libraries offer everything from preschool story time to code training and exercise classes, and have found ways to provide them online when needed.

During the pandemic, librarians have enabled citizens to access stimulus checks and apply for unemployment benefits. Dedicated business and workforce librarians have helped local business owners research opportunities to rebuild or start over, and workers prepare resumes. Libraries have opened their parking lots to provide drive-in Internet access to those who need it and used their bookmobiles to bring it to neighborhoods. They have served as vaccination sites and helped patrons sort through “fake news” about public health guidelines and elections.

“We serve the most vulnerable among us, who’ve been hit hardest by this pandemic,” says Jeske. “Older adults, people experiencing homelessness, people have lost their jobs, people who can no longer afford high-speed Internet, children and their parents who have had to engage in remote learning.”

In addition to providing web access in their facilities, many libraries provide devices and hot spots that can be checked out, and assistance to those who don’t know how to get online or create an email account. Millions of Americans depend upon public libraries as their sole source of access to the Internet, says Negron, and depend on it to conduct personal affairs, access government benefits or do schoolwork.

Digital Resources

Expanding library programs, including their online catalogs, is integral to overcoming the economic, educational and emotional damage from the pandemic and ensuring equal access to digital resources, says Alan Inouye, senior director, public policy and government relations for the American Library Association. Libraries embody the American ideal of opportunity, dedicated to helping everyone have a chance, no matter their circumstances.

“Libraries have a really important role of helping to create hope for the future,” says Inouye. “I urge governors and mayors to think about how libraries can move the community forward in both a pragmatic and a symbolic sense.”

Inouye would like to see the economic stimulus and vaccination efforts result in a “learning moment” about government. It’s possible that Americans could realize that a very bad situation had improved fairly quickly, and that government played a positive role.

“I’m hopeful that will be the conclusion,” he says.

[Carl Smith](#) *Senior Staff Writer*
carl.smith@governing.com

More From THE FUTURE OF What’s Happening Now

[Recall Threat Could Stop California from Declaring a Drought](#)

Despite the dry conditions, Gavin Newsom has not yet declared an official drought emergency. Many believe that the recall threat against the governor is preventing the declaration.

[Missoula May Remove Mask Mandate if Residents Get Vaccinated](#)

If 60 percent of the county’s residents get at least one dose by May 11, public health officials will change the mask mandate to a recommendation. If COVID numbers worsen, the county will reinstate the mandate.



[Can the Left Reclaim Populism With Biden as the Modern FDR?](#)

A prolific and outspoken author contends the term "populism" has been turned on its head, and not since Franklin Delano Roosevelt has the White House been occupied by a man of the people.

The Future of States & Localities

Where Government is Going – One Headline at a Time Delivered to your inbox everyday.

[Sign Up Now](#)

Special Projects

 Salesforce Government of the Future

 Government 360

 IBM Put Smart to Work

 Veritas Data Management

 Cisco Next Generation Government

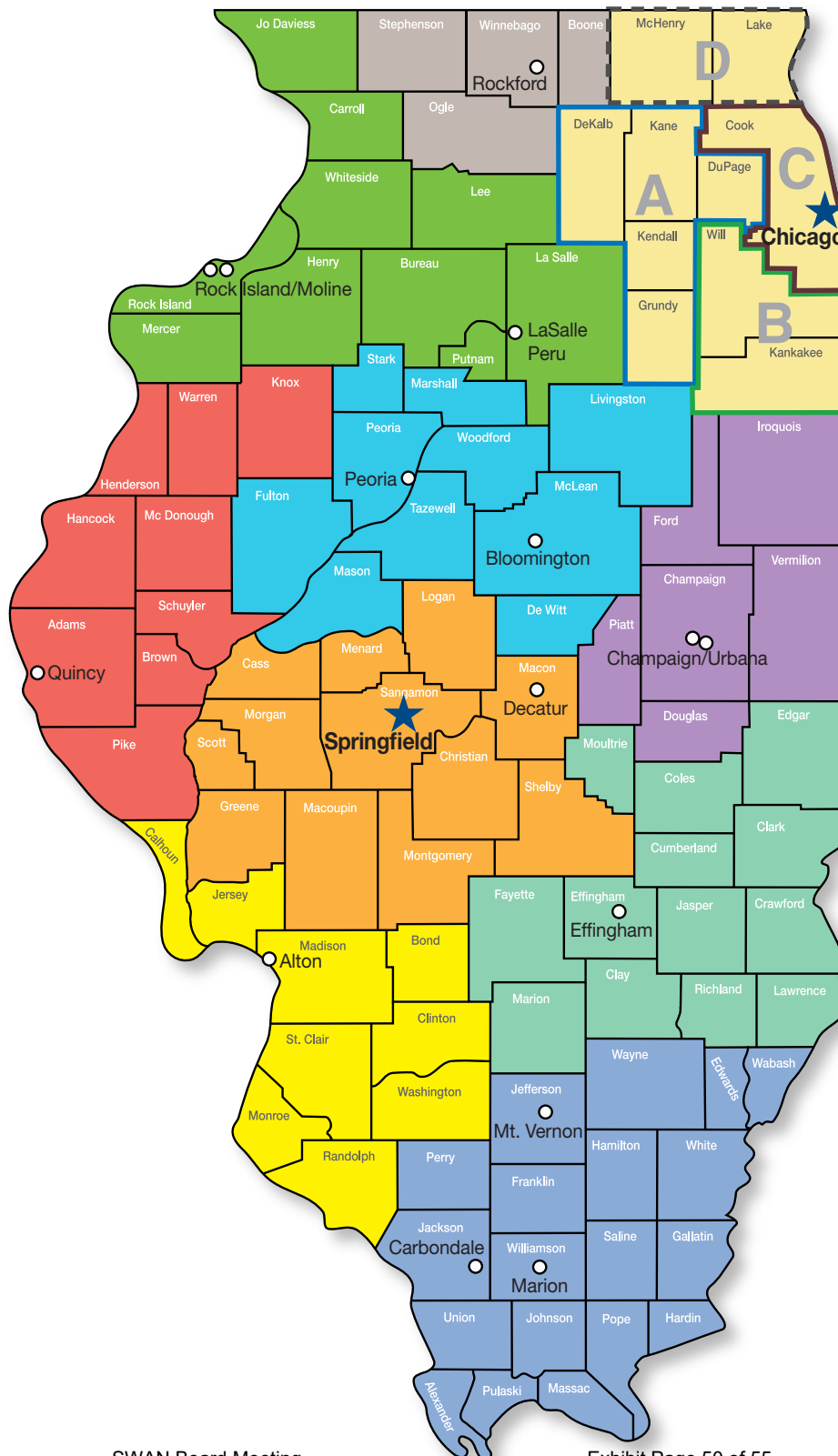
 Google Future Ready

 Verizon Public Sector Ready



Illinois Department of Commerce & Economic Opportunity

Illinois Department of Commerce Economic Development Regions



Business Support Regions

★ Statewide Offices

Central

East Central

North Central

Northeast

Northern Stateline

Northwest

Southeast

Southern

Southwest

West Central

visit us at illinois.gov/dceo

Illinois Department of Commerce Designated Business Representatives

Central

Alyson Grady
217.836.4513
Alyson.Grady2@illinois.gov

East Central

Austin Grammer
217.836.8353
Austin.Grammer@illinois.gov

North Central

Austin Grammer
217.836.8353
Austin.Grammer@illinois.gov

Northeast

A- DeKalb, Du Page, Grundy,
Kane, Kendall
Michelle Michals
312.636.4555
Michelle.Michals@illinois.gov
Joe McKeown
312.814.1457
Joseph.McKeown@illinois.gov

B- Kankakee, Will
Manuel (Manny) Lopez
773.502.7506
Manuel.Lopez@illinois.gov
Joe McKeown
312.814.1457
Joseph.McKeown@illinois.gov

C- Cook
Manuel (Manny) Lopez
773.502.7506
Manuel.Lopez@illinois.gov
Jonathan McGee
312.485.1137
Jonathan.McGee@illinois.gov
Joe McKeown
312.814.1457
Joseph.McKeown@illinois.gov

D- McHenry, Lake
Jonathan McGee
312.485.1137
Jonathan.McGee@illinois.gov

Northern Stateline

Jonathan McGee
312.485.1137
Jonathan.McGee@illinois.gov

Northwest

Adrian Madunic
217.299.5532
Adrian.Madunic@illinois.gov

Lee Trotter
309.582.4090
Lee.Trotter@illinois.gov

Southeast

Kala Lambert
217.836.8376
Kala.Lambert@illinois.gov

Statewide Contact

Jonathan McGee
Deputy Director
312.485.1137
Jonathan.McGee@illinois.gov

Southern

Kim Watson
618.889.6731
Kim.Watson@illinois.gov

Southwest

Tracey Glenn
217.622.3242
Tracey.Glenn@illinois.gov

West Central

Sal Garza
309.343.1243
Salvador.Garza@illinois.gov

Jacqui Bevelheimer
217.221.2521
Jacqui.Bevelheimer@illinois.gov

Jacqueline Franklin
Assistant Deputy Director
312.877.2171
Jacqueline.Franklin@illinois.gov

Office of Minority Economic Empowerment Statewide Contact

Vanessa Uribe
Deputy Director
312.270.3046
Vanessa.Uribe@illinois.gov

Diana Alfaro, Latino Business
Development Manager
yo hablo español
312.919.3620
Diana.Alfaro@illinois.gov

Matthew J. Simpson,
African American Business
Development Manager
312.520.0434
Matthew.Simpson@illinois.gov

Ibie Hart, Woman's Business
Development Manager
773.951.8542
Ibie.hart@illinois.gov

The Department of Commerce is Your One-Stop Resource

- Site Selection
- Customized Workforce Training
- Regional & Local Collaboration
- Expedited Permitting, Licensing & Other Approvals
- Connection to Key Stakeholders and Civic & Business Partners
- Potential Financial Support
- And More!

SWAN Patron Record Purge and Annual National Change of Address (NCOA) Process

SWAN Board Discussion, April 23, 2021

During 2020, the annual patron record purge process was postponed due to COVID restrictions. This process will take place in May 2021 and be applied consistently across all SWAN public libraries. The following processes are outlined:

1. May 2021 patron record purge for public libraries
2. Operational weekly processing of inactive accounts, starting July, 2021
3. 2021 National Change of Address process
4. Geo-location update via NCOA

1. Proposed criteria for May 2021 patron record purge

Patron record purge is applied to public libraries in SWAN only. Academic and special library patron review is determined by the library.

Patron records will be purged based on the following parameters:

- Last Activity Date prior to 1/1/2018 (3 years of inactivity)
- Patron records flagged in the 2018 NCOA that have not been verified/updated

Removal of bills for long-inactive patrons

Patron records cannot be purged from the system if any bills remain outstanding on the patron record. The following criteria is recommended for clearing these bills to enable removal of these records.

- Last Activity Date (LAD) before 1/1/2018 and bills <= \$10.00
- Last Activity Date (LAD) before 1/1/2011 and bills <= \$200.00
- Last Activity Date (LAD) before 1/1/2011 and Status = COLLECTION; Synchronize collection status, if set, with Unique

Timeline & responsibilities

Date	Action	Responsible
May 1, 2021	Provide instructions and access to reports for review.	SWAN
by May 15, 2021	Review and update records to retain inactive patron records.	Library staff
May 22, 2021	Pay bills with SWANPURGE payment reason, based on criteria.	SWAN
May 29, 2021	Remove inactive patron records.	SWAN

Statistics on records to be purged

Based on record purge criteria, approximately **35% of patrons on record have not been active in over 3 years**. This adds staff time for record management, overhead in patron batch processes (e.g. running any operational reports that read user records), and most importantly is a carried data security risk.

Many of these inactive accounts remain in the system due to long-standing bills that date back prior to SWAN's migration to SirsiDynix in April 2015. Based on the recommendations for record purging the following patrons and their associated fines/fees would qualify for purge.

Description	Count	Amount owed/to be purged
3+ years inactive, \$0 bills	27,031	
BADADDRESS from NCOA 2018 \$0 bills	30,978	
A. BADADDRESS/MAILRETD with bills	13,917	\$267,082
B. 3+ years inactive, <= \$10 in bills	51,935	\$185,867
C. 10+ years inactive, between \$10.01 and \$200.00 in bills	33,738	\$1,510,766
D. 10+ years inactive, in collection status	4,466	\$419,866
Totals (estimated as of 4/18/2021)	162,065	\$2,383,581

The maintenance of inactive patrons and monitoring of fees/fines in arrears is widely disparate across the SWAN membership. A sample of 7 SWAN libraries serves to illustrate this variation.

7 Library Examples: Inactive Patrons in 4 Categories										
	A. BADADDRESS		B. 3+ inactive < \$10		C. 10+ inactive 10-\$200		D. 10+ inactive, Collections		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Library 1	103	\$ 3,294.12	96	\$ 346.65	425	\$ 24,742.79	71	\$ 15,127.83	695	\$ 43,511.39
Library 2	196	\$ 2,913.40	512	\$ 2,053.75	325	\$ 15,048.38	50	\$ 6,399.50	1,083	\$ 26,415.03
Library 3	0	\$ -	1	\$ 2.20	0	\$ -	0	\$ -	1	\$ 2.20
Library 4	0	\$ -	1062	\$ 3,889.93	329	\$ 6,701.90	403	\$ 20,226.12	1,794	\$ 30,817.95
Library 5	33	\$ 1,545.97	59	\$ 335.24	426	\$ 19,264.84	75	\$ 7,459.61	593	\$ 28,605.66
Library 6	9	\$ 474.00	20	\$ 28.65	2	\$ 76.00	0	\$ -	31	\$ 578.65
Library 7	8	\$ 42.65	181	\$ 482.10	1	\$ 25.00	0	\$ -	190	\$ 549.75
	349	\$ 8,270.14	1931	\$ 7,138.52	1508	\$ 65,858.91	599	\$ 49,213.06	4,387	\$ 130,480.63

Operationalizing this decision process for patron record removal and associated long-outstanding bills provides libraries a more targeted approach to reconciliation at time of event. Once patrons are inactive for 3 years, outstanding bills serve as a deterrent to return. It is unlikely these fees/fines will be recovered due to the time outstanding and status.

Purging the identified patron records and associated bills will help libraries:

- Target patrons with fees/fines more immediately for follow-up – the closer to time of billing, the greater the chance of recovery
- Write-off/remove outstanding fees/fines which are doubtful for collection

2. Operational weekly processing of inactive accounts – starting July 2021

Beginning in July 2021, the annual patron record purge process will be replaced with weekly operational processing. This process is designed to mirror bibliographic data maintenance where records are deleted monthly through a centralized process managed by SWAN staff.

Each week, inactive patron records, as determined by inactivity of 3 years, 2 months will be selected for removal. Monthly, bills will be removed based on criteria above.

Timeline & responsibilities

Date	Action	Responsible
June 1, 2021	Provide instructions and access to weekly reports for review.	SWAN
June 7, 2021	Weekly reports distributed to libraries for review (inactive patrons 3 years)	Library staff
starting July 9, 2021	Remove (weekly) inactive patron records with LAD before 3 year, 2 months from run date	SWAN
Starting August, 2021	Pay bills < \$10.00 if LAD is 3+ years ago. (SWANPURGE) Pay bills < \$200.00 if LAD is 10+ years ago. (SWANPURGE)	SWAN
Starting January 2022	Legal age amnesty – when patron reaches legal age of 18, removal of guardian responsibility and previous bills	SWAN

SWAN currently reviews and purges inactive non-SWAN patrons assigned to the ILL_LIBS library code. This includes reciprocal borrowers from outside of SWAN (NONSWAN_RB and CHICAGO_P). This process occurs monthly and has been active since early 2020.

3. 2021 National Change of Address (NCOA) Process

The National Change of Address database is a service provided by the USPS. The data reflects change of address requests submitted to the USPS and includes both previous and new addresses. Unique verifies and returns these changed addresses. Upon receipt of the verified address file, patron records are updated to reflect the new address. The old address is indicated in a note. Libraries will receive reports to review records that have been modified and determine appropriate action.

Which patron records are submitted for NCOA?

The following criteria is used to select patron records for submission to Unique:

- Patron records for public library patron profiles (excludes staff and non-resident cardholders)
- First address in patron record; If patron is using a PO box, this should be indicated in the secondary address field and marked as primary address for contact.

Record update actions

When the data is returned from Unique, SWAN will apply the following updates:

- Replace first address in patron record
- Add a note *NCOA 2021 – Previous address* to record
- Provide report of changed records to library for review and patron outreach
- NO CHANGE IN PATRON STATUS – patrons with changed addresses will not be blocked at this time

90-day post update review/actions

Libraries will have 90 days to review and clear/remove the NCOA 2021 note from the patron record. These should be cleared as new address is verified, following internal library procedures. Remaining patron records with *NCOA 2021* note field will be updated to BADADDRESS. Post 90-day update includes:

- Records with remaining *NCOA 2021* notes, change status to BADADDRESS
 - BADADDRESS blocks patrons from checkouts and hold placement

4. Geo-location update via NCOA

SWAN has received requests from libraries wishing to store geo-location in patron records. This information in longitude/latitude settings can be included in Unique's NCOA service. The purpose of collecting this information is to provide more targeted analysis of library patrons.

This service is an added expense, therefore only patron records with a Last Activity Date (LAD) greater than 1/1/2020 would be requested. New patron record fields would be added in Symphony to accommodate this longitude/latitude address information.

Annually, after the initial collection of this data, the following criteria would be used to request this information and minimize ongoing cost for the service:

- Last Activity Date within the last year
- Address changed – return new address and geo-location
- Geo-location blank – provide geo-location

Timeline & responsibilities for NCOA/Geo-location updates

Date	Action	Responsible
by July 1, 2021	Create 1 st & 2 nd address reports, instructions for PO Box consistency.	SWAN
July – August, 2021	Review and clean up additional patron records, as desired.	Library staff
by September 1, 2021	Add Geo-location longitude and latitude fields to patron record information.	SWAN
September 1, 2021	Submit patron records to Unique	SWAN
by October 15, 2021	Update patron records with address change; Note field and if applicable, Geo-location longitude/latitude	SWAN
Feb 1, 2022	Update status to BADADDRESS on patron records with remaining NCOA 2021 notes	SWAN

NCOA & Added Geo-location cost

To better understand the impact of patron record purge and NCOA processes, BLUEcloud Analytics reports can provide an overview of records impacted. Cost is .01 per record for NCOA address only and .015 for NCOA address and geo-location. This work is budgeted annually in the SWAN budget.

Description	Count	Cost
All SWAN patron records	1,051,255	
Patron records: public libraries only	1,030,087	
Patron records: public libraries with Last Activity Date after 1/1/2018	656,285	\$6,600
Patron records, public libraries with LAD after 1/1/2020 (subset of above)	390,962	\$2,000
		~\$8,600