SWAN BOARD MEETING AGENDA

May 21, 2021 9:30 a.m.
Online Meeting
Per Illinois Public Act 101-0640, this meeting will be held by remote attendance
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Access Code: 327-092-957

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1. Call to Order, Roll Call

2. Introduction of Visitors/Public Comment

   Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the May 21, 2021 SWAN Board Meeting Agenda

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 21, 2021 SWAN BOARD MEETING
   AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, April (Exhibit pgs. 3-14)

   a. Balance sheet and detail of expenditures for April 2021
   b. Approval of the payment of bills for April 1, 2021 through April 30, 2021 in the amount of
      $87,426.00

   RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR APRIL 1 THROUGH
   APRIL 30, 2021 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR APRIL
   2021

5. Action Item – Acceptance of the April 23, 2021 SWAN Board Meeting Minutes (Exhibit pgs. 15-17)

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

6. Reports
    a. Board President Report
    b. Executive Director Report (Exhibit pgs. 18-23)
    c. Operations Report (Exhibit pgs. 24-41)
    d. Treasurer Report
    e. Board Calendar   (Exhibit pgs. 42-43)

7. Action Item—Write-off Allowance for Doubtful Accounts Balance (Exhibit pg. 44)

8. Discussion Item – Purging Inactive User Records & Updating Change of Address

9. Discussion Item—June 3, 2021 Quarterly meeting agenda (Exhibit pg. 45)

10. Adjournment

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

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

SWAN Library Services
Balance Sheet
As of April 30, 2021

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	$ 1,264,825.57
Hinsdale Bank - MM - 5010	1,412,103.39
Propay Funds	$ 42.86
Total Cash and Cash Equivalents	$ 2,676,971.82
Current Assets	
Accounts Receivable	21,848.86
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	9,434.97
Spares Inventory	1,732.50
Total Current Assets	$ 56,483.41
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(342,977.33)
Total Capital Assets, net	$ 24,801.53
Total Assets	$ 2,758,256.76
LIABILITIES	
Current Liabilities	
Accrued Liabilities	$ 19,909.99
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	136,514.75
Accrued Payroll	31,748.60
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	$ 337,965.95
Long Term Liabilities	
Total Liabilities	$ 337,965.95
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,060,444.23
Total Beginning Net Assets	2,060,444.23
Current YTD Net Income	359,846.58
Total Fund Balance	2,420,290.81
Total Liabilities and Fund Balances	$ 2,758,256.76

Statement of Revenue and Expenses Summary
For the 10 Months Ended April 30, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$514,939.75	$2,589,330.66	$2,851,863.00	$ 262,532.34	90.79%
4100 - Membership Reimbursements	63,757.75	390,620.90	435,394.00	44,773.10	89.72%
4200 - Reimbursement for Losses	3,070.44	37,277.39	900.00	(36,377.39)	4,141.93%
4300 - Grant Revenue	140,504.50	605,780.33	623,518.00	17,737.67	97.16%
4400 - Registration & Event Receipts	-	-	7,600.00	7,600.00	0.00%
4500 - Investment & Interest	47.04	999.34	37,000.00	36,000.66	2.70%
4600 - Reserve Fund Transfer	-	30,637.00	62,379.00	31,742.00	49.11%
Total Revenue	722,319.48	3,654,645.62	4,018,654.00	364,008.38	90.94%
Expenses					
5000 - Salaries & Wages	155,863.84	1,162,144.02	1,546,800.00	384,655.98	75.13%
5020 - Personnel Benefits	34,330.60	363,078.17	516,200.00	153,121.83	70.34%
5100 - Building & Grounds	8,528.56	113,411.29	123,304.00	9,892.71	91.98%
5200 - Professional Development	1,086.80	12,865.53	24,800.00	11,934.47	51.88%
5300 - Membership Development	(300.00)	3,122.24	9,400.00	6,277.76	33.22%
5400 - Information & Technology Services	72,310.58	1,016,301.49	1,133,700.00	117,398.51	89.64%
5500 - General Office	127.89	1,577.86	5,300.00	3,722.14	29.77%
5600 - Hardware & Equipment	18,859.75	41,404.39	81,700.00	40,295.61	50.68%
5700 - Insurance	(8,561.67)	7,833.62	9,200.00	1,366.38	85.15%
5800 - Contractual Services	1,647.97	101,305.49	139,210.00	37,904.51	72.77%
5900 - Library Materials & Content	6,120.69	467,760.33	425,000.00	(42,760.33)	110.06%
6000 - Interest & Fees	391.08	3,994.61	4,040.00	45.39	98.88%
Total Expenses	290,406.09	3,294,799.04	4,018,654.00	723,854.96	81.99%
Excess Revenues less Expenses	$ 431,913.39	$ 359,846.58	$ 0.00	$ (359,846.58)	

Statement of Revenue and Expenses
For the 10 Months Ended April 30, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 513,728.25	$ 2,586,299.66	$ 2,851,863.00	$ 265,563.34	90.69%
4011 - SWAN Internet Access Membership Fees	1,211.50	3,031.00	0.00	(3,031.00)	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	63,757.75	390,105.40	421,394.00	31,288.60	92.57%
4220 - Reimbursement Losses for Resource Sharing	3,070.44	37,277.39	0.00	(37,277.39)	0.00%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	140,504.50	562,018.00	562,018.00	0.00	100.00%
4320 - Other Grant Revenue	0.00	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	47.04	999.34	37,000.00	36,000.66	2.70%
4600 - Reserve Fund Transfer	0.00	30,637.00	62,379.00	31,742.00	49.11%
Total Revenue	722,319.48	3,654,645.62	4,018,654.00	364,008.38	90.94%
Expenses					
5000 - Salaries & Wages	155,863.84	1,162,144.02	1,546,800.00	384,655.98	75.13%
5021 - FICA Expense	11,510.70	74,033.80	118,400.00	44,366.20	62.53%
5022 - State Unemployment Insurance	0.00	8,930.00	0.00	(8,930.00)	0.00%
5023 - Worker's Compensation	(3,288.08)	3,385.67	3,000.00	(385.67)	112.86%
5024 - Retirement Benefits	9,807.10	101,303.55	140,900.00	39,596.45	71.90%
5025 - Health, Dental, Life And Disability Insurance	16,300.88	175,166.20	246,300.00	71,133.80	71.12%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	0.00	258.95	5,100.00	4,841.05	5.08%
5110 - Rent/Lease	9,430.01	102,046.73	105,904.00	3,857.27	96.36%
5120 - Utilities	364.80	6,461.09	6,400.00	(61.09)	100.95%
5130 - Property Insurance	(1,526.25)	1,362.47	1,500.00	137.53	90.83%
5140 - Repairs & Maintenance	0.00	681.00	1,300.00	619.00	52.38%
5150 - Custodial Service & Supplies	260.00	2,860.00	8,100.00	5,240.00	35.31%
5190 - Other Building Maintenance	0.00	0.00	100.00	100.00	0.00%
5210 - Conference Travel	336.80	336.80	11,000.00	10,663.20	3.06%
5220 - Staff Meetings	0.00	334.07	600.00	265.93	55.68%
5230 - Staff Professional Development	550.00	6,657.00	5,400.00	(1,257.00)	123.28%
5240 - Professional Association Membership Dues	200.00	1,521.00	2,500.00	979.00	60.84%
5250 - Educational Material	0.00	91.36	800.00	708.64	11.42%
5260 - Online Learning	0.00	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	(300.00)	0.00	2,500.00	2,500.00	0.00%
5410 - Infrastructure Licensing	(3,596.72)	42,143.81	42,000.00	(143.81)	100.34%
5420 - Application Software Licensing	4,251.32	20,147.59	18,400.00	(1,747.59)	109.50%
5430 - Server Software Licensing	1,179.41	1,958.44	13,900.00	11,941.56	14.09%
5440 - Library Services Platform	63,701.47	838,882.60	927,200.00	88,317.40	90.47%
5450 - Data Management Services	250.92	16,320.34	27,500.00	11,179.66	59.35%
5460 - Information Subscription Service	1,465.91	70,597.09	74,600.00	4,002.91	94.63%
5470 - Subscription Support Services	3,012.22	6,129.02	10,100.00	3,970.98	60.68%
5480 - Telecommunications	2,046.05	18,538.45	19,400.00	861.55	95.56%
5490 - Group Purchases - Services	0.00	1,584.15	600.00	(984.15)	264.03%
5510 - Office Supplies	17.89	1,108.42	4,000.00	2,891.58	27.71%
5520 - Postage	110.00	469.44	900.00	430.56	52.16%
5599 - Annual Conference Supplies	0.00	0.00	400.00	400.00	0.00%
5610 - Equipment Rental/Maintenance	128.35	2,434.10	3,700.00	1,265.90	65.79%
5620 - Hardware	18,731.40	37,533.28	63,200.00	25,666.72	59.39%

Statement of Revenue and Expenses
For the 10 Months Ended April 30, 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	(8,561.67)	7,833.62	9,200.00	1,366.38	85.15%
5810 - Legal	0.00	1,338.00	5,000.00	3,662.00	26.76%
5820 - Accounting	967.82	21,699.25	20,610.00	(1,089.25)	105.29%
5830 - Consulting	86.67	1,116.70	5,000.00	3,883.30	22.33%
5840 - Payroll Service Fees	337.65	2,889.25	3,900.00	1,010.75	74.08%
5850 - Contractual Agreements	0.00	56,022.33	56,500.00	477.67	99.15%
5860 - Notification & Collection	255.83	17,989.96	35,300.00	17,310.04	50.96%
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	6,120.69	41,080.53	0.00	(41,080.53)	0.00%
5990 - Group Purchases - Content	0.00	421,678.31	420,000.00	(1,678.31)	100.40%
6010 - Bank Fees	391.08	3,951.56	3,700.00	(251.56)	106.80%
6020 - Merchant Account Fees	0.00	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	290,406.09	3,294,799.04	4,018,654.00	723,854.96	81.99%
Excess Revenues less Expenses	$ 431,913.39	$ 359,846.58	$ 0.00	$ (359,846.58)	

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
BYWater Solutions				8268	04/09/21	21,250.00
5440	Library Services Platform	ByWater Solutions Invoice # 5056 Aspen Support	21,250.00			
Lauterbach & Amen, LLP				8269	04/09/21	1,005.00
5820	Accounting	Inv. #54526 March	1,005.00			
Lenovo				8270	04/09/21	18,731.40
5620	Hardware	Lenovo Inv. # 6456877169 12 Laptops	18,731.40			
LIMRiCC				8271	04/09/21	20,914.70
5025	Health, Dental, Life And Disability Insurance	April - Health, Dental, Vision Life Ins.	20,914.70			
Marcive, Inc.				8272	04/09/21	250.92
5450	Data Management Services	Marcive Inv. # 392855 Feb.	250.92			
SirsiDynix, Inc.				8273	04/09/21	960.00
5440	Library Services Platform	SirsiDynix Inv. # INV06431 Pseudo Library Lib Conf. Setup	960.00			
Wellness Insurance Network-WIN				8274	04/09/21	171.00
5025	Health, Dental, Life And Disability Insurance	Life Ins. Benefit - April	171.00			
Acorn Public Library				8275	04/19/21	20.23
5920	Reimburse for Resource Sharing	Acorn Public Library	20.23			
Alsip-Merrionette Park Public Library				8276	04/19/21	185.01
5920	Reimburse for Resource Sharing	Alsip-Merrionette Park Public Library	185.01			
Batavia Public Library				8277	04/19/21	380.84
5920	Reimburse for Resource Sharing	Batavia Public Library	380.84			
Beecher Community Library District				8278	04/19/21	28.00
5920	Reimburse for Resource Sharing	Beecher Community Library District	28.00			

SWAN Library Services
Check Register
All Bank Accounts
April 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Bellwood Public Library				8279	04/19/21	10.10
5920	Reimburse for Resource Sharing	Bellwood Public Library	10.10			
Bensenville Community Public Library District				8280	04/19/21	29.89
5920	Reimburse for Resource Sharing	Bensenville Community Public Library District	29.89			
Bensenville School District 2				8281	04/19/21	115.99
5920	Reimburse for Resource Sharing	Bensenville School District 2	115.99			
Berkeley Public Library				8282	04/19/21	121.05
5920	Reimburse for Resource Sharing	Berkeley Public Library	121.05			
Berwyn Public Library				8283	04/19/21	116.51
5920	Reimburse for Resource Sharing	Berwyn Public Library	116.51			
Bloomingdale Public Library				8284	04/19/21	206.99
5920	Reimburse for Resource Sharing	Bloomingdale Public Library	206.99			
Blue Island Public Library				8285	04/19/21	19.14
5920	Reimburse for Resource Sharing	Blue Island Public Library	19.14			
Broadview Public Library District				8286	04/19/21	125.00
5920	Reimburse for Resource Sharing	Broadview Public Library District	125.00			
Calumet City Public Library				8287	04/19/21	350.00
5920	Reimburse for Resource Sharing	Calumet City Public Library	350.00			
Calumet Park Public Library				8288	04/19/21	67.00
5920	Reimburse for Resource Sharing	Calumet Park Public Library	67.00			
Chicago Heights Public Library				8289	04/19/21	168.00
5920	Reimburse for Resource Sharing	Chicago Heights Public Library	168.00			
Cicero Public Library				8290	04/19/21	109.08
5920	Reimburse for Resource Sharing	Cicero Public Library	109.08			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Crestwood Public Library District				8291	04/19/21	68.00
5920	Reimburse for Resource Sharing	Crestwood Public Library District	68.00			
Crete Public Library District				8292	04/19/21	19.55
5920	Reimburse for Resource Sharing	Crete Public Library District	19.55			
Dolton Public Library District				8293	04/19/21	109.00
5920	Reimburse for Resource Sharing	Dolton Public Library District	109.00			
Downers Grove Public Library				8294	04/19/21	491.29
5920	Reimburse for Resource Sharing	Downers Grove Public Library	491.29			
Eisenhower Public Library District				8295	04/19/21	209.36
5920	Reimburse for Resource Sharing	Eisenhower Public Library District	209.36			
Elmwood Park Public Library				8296	04/19/21	34.01
5920	Reimburse for Resource Sharing	Elmwood Park Public Library	34.01			
Flossmoor Public Library				8297	04/19/21	44.01
5920	Reimburse for Resource Sharing	Flossmoor Public Library	44.01			
Franklin Park Public Library District				8298	04/19/21	134.70
5920	Reimburse for Resource Sharing	Franklin Park Public Library District	134.70			
Geneva Public Library District				8299	04/19/21	74.96
5920	Reimburse for Resource Sharing	Geneva Public Library District	74.96			
Hillside Public Library				8300	04/19/21	104.00
5920	Reimburse for Resource Sharing	Hillside Public Library	104.00			
Hodgkins Public Library District				8301	04/19/21	4.95
5920	Reimburse for Resource Sharing	Hodgkins Public Library District	4.95			
Itasca Community Library				8302	04/19/21	53.14
5920	Reimburse for Resource Sharing	Itasca Community Library	53.14			
Justice Public Library District				8303	04/19/21	19.00

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Justice Public Library District	19.00			
La Grange Public Library				8304	04/19/21	262.35
5920	Reimburse for Resource Sharing	La Grange Public Library	262.35			
Lansing Public Library				8305	04/19/21	64.02
5920	Reimburse for Resource Sharing	Lansing Public Library	64.02			
Markham Public Library				8306	04/19/21	116.00
5920	Reimburse for Resource Sharing	Markham Public Library	116.00			
Matteson Public Library				8307	04/19/21	202.43
5920	Reimburse for Resource Sharing	Matteson Public Library	202.43			
Maywood Public Library District				8308	04/19/21	46.01
5920	Reimburse for Resource Sharing	Maywood Public Library District	46.01			
McCook Public Library District				8309	04/19/21	28.99
5920	Reimburse for Resource Sharing	McCook Public Library District	28.99			
Messenger Public Library of North Aurora				8310	04/19/21	82.21
5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora	82.21			
Midlothian Public Library				8311	04/19/21	91.01
5920	Reimburse for Resource Sharing	Midlothian Public Library	91.01			
Nancy L. McConathy Public Library District				8312	04/19/21	56.00
5920	Reimburse for Resource Sharing	Nancy L. McConathy Public Library District	56.00			
Northlake Public Library District				8313	04/19/21	178.08
5920	Reimburse for Resource Sharing	Northlake Public Library District	178.08			
Oak Brook Public Library				8314	04/19/21	71.01
5920	Reimburse for Resource Sharing	Oak Brook Public Library	71.01			
Oak Lawn Public Library				8315	04/19/21	308.55

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Oak Lawn Public Library	308.55			
Palos Park Public Library				8316	04/19/21	23.00
5920	Reimburse for Resource Sharing	Palos Park Public Library	23.00			
Prairie State College				8317	04/19/21	110.00
5920	Reimburse for Resource Sharing	Prairie State College	110.00			
Richton Park Public Library District				8318	04/19/21	90.00
5920	Reimburse for Resource Sharing	Richton Park Public Library District	90.00			
Riverdale Public Library District				8319	04/19/21	20.00
5920	Reimburse for Resource Sharing	Riverdale Public Library District	20.00			
Schiller Park Public Library				8320	04/19/21	52.00
5920	Reimburse for Resource Sharing	Schiller Park Public Library	52.00			
South Holland Public Library				8321	04/19/21	147.02
5920	Reimburse for Resource Sharing	South Holland Public Library	147.02			
Stickney-Forest View Public Library District				8322	04/19/21	12.70
5920	Reimburse for Resource Sharing	Stickney-Forest View Public Library District	12.70			
Sugar Grove Public Library District				8323	04/19/21	51.14
5920	Reimburse for Resource Sharing	Sugar Grove Public Library District	51.14			
The Theosophical Society in America				8324	04/19/21	17.99
5920	Reimburse for Resource Sharing	The Theosophical Society in America	17.99			
Thomas Ford Memorial Library				8325	04/19/21	117.02
5920	Reimburse for Resource Sharing	Thomas Ford Memorial Library	117.02			
Tinley Park Public Library				8326	04/19/21	45.50
5920	Reimburse for Resource Sharing	Tinley Park Public Library	45.50			
University Park Public Library District				8327	04/19/21	50.01

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	University Park Public Library District	50.01			
Villa Park Public Library				8328	04/19/21	85.82
5920	Reimburse for Resource Sharing	Villa Park Public Library	85.82			
Warrenville Public Library District				8329	04/19/21	11.00
5920	Reimburse for Resource Sharing	Warrenville Public Library District	11.00			
West Chicago Public Library District				8330	04/19/21	67.39
5920	Reimburse for Resource Sharing	West Chicago Public Library District	67.39			
Westmont Public Library				8331	04/19/21	22.93
5920	Reimburse for Resource Sharing	Westmont Public Library	22.93			
William Leonard Public Library District				8332	04/19/21	34.86
5920	Reimburse for Resource Sharing	William Leonard Public Library District	34.86			
Wood Dale Public Library District				8333	04/19/21	28.29
5920	Reimburse for Resource Sharing	Wood Dale Public Library District	28.29			
Comcast				8334	04/20/21	1,260.00
5480	Telecommunications	Comcast inv. # 80082 4/16-5/14	1,260.00			
ComEd				8335	04/20/21	295.57
5120	Utilities	ComEd 3/19-4/19 Acct. # 7347559092	295.57			
Nicor Gas				8336	04/20/21	69.23
5120	Utilities	Nicor Gas 3/16-4/15 Acct. # 57-44-18-6411 3	69.23			
Reliance Standard Life Insurance Co.				8337	04/20/21	878.66
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. LTD, STD May	878.66			
Unique Integrated Communications, Inc.				8338	04/20/21	255.83

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5860	Notification & Collection	Unique Integrated Communications, Inc. Inv. # 600399 notice printing March	255.83			
First Bankcard				50076	04/19/21	5,473.20
5230	Staff Professional Development	Evergreen Conf. HOPIN Ltd. - Aaron 4-12	75.00			
5230	Staff Professional Development	Evergreen Conf. HOPIN, Ltd. - Michael S 3-18	75.00			
5230	Staff Professional Development	COSUGI Conf. Michael S - 4-12	100.00			
5240	Professional Association Membership Dues	ILA Membership - Rudy 3-18	200.00			
5410	Infrastructure Licensing	Microsoft basic 4-05	24.00			
5410	Infrastructure Licensing	Microsoft pf sense	184.00			
5410	Infrastructure Licensing	Microsfot pay as you go 3-20	3,471.51			
5410	Infrastructure Licensing	Microsoft standard support 3-20	100.00			
5410	Infrastructure Licensing	Genesis Tecnologies - monthly printer charges 3-23	69.80			
5410	Infrastructure Licensing	Microsoft Premium 4-04	18.00			
5420	Application Software Licensing	Mailchimp Monthly 4-10	38.24			
5470	Subscription Support Services	SENDGRID 4-05	322.10			
5470	Subscription Support Services	LOGMEIN rescue assist 4-17	113.99			
5470	Subscription Support Services	LOGMEIN rescue assist. 3-17	113.99			
5470	Subscription Support Services	LOGMEIN gotowebinar 3-20	103.63			
5480	Telecommunications	Microsoft Skype 4-02	288.00			
5480	Telecommunications	Grasshopper.com 3-25	48.05			
5510	Office Supplies	Amazon - office supplies - 3-21	17.89			
5520	Postage	Stamps - USPS - 4-09	110.00			
Quail Ridge Drive Investors, LLC				50078	04/29/21	9,430.01
5110	Rent/Lease	Quail Ridge Drive Investors, LLC May 2021	9,430.01			
Genesis Technologies, Inc.				50079	04/19/21	128.35
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. monthly leasing charges 4/19	128.35			
T.A. Systems Inc.				50080	04/29/21	260.00
5150	Custodial Service & Supplies	T.A. Systems Inc. QR cleaning for March 2021	260.00			

SWAN Library Services
Check Register
All Bank Accounts
April 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
				Check List Total		87,246.00

SWAN Board Meeting Minutes

April 23, 2021
Online Meeting
Per Illinois Public Act 101-0640
Meeting recording

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

   President Bodewes called the meeting to order at 9:32 a.m. The following Board members were present to establish a quorum.

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

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

   No public comment

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

   Blazek moved, seconded by Cottrill that it be

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

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

4. **Action Item**
   Approval of the SWAN Financials, March 2021

   Blazek moved, seconded by Cottrill that it be

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

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

5. **Action Item**

   Acceptance of the March 19, 2021 Board Meeting Minutes

   Blazek moved, seconded by Cottrill that it be

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

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

6. **Reports**

   a. Board President Report
      Skog to provide self-evaluation by the May Board Meeting. Bodewes will distribute to other board members with notes and instructions. Bodewes to have reports back by June 11th. There will be one single evaluation from the Board and will coordinate a phone call with Skog to discuss evaluation.

   b. Executive Director Report
      Skog discussed the Quail Ridge office space and the recommendation of the staff returning to the office September 1st. Skog also discussed the possibility of the office park being sold and what our option would be.

      A meeting will be set up with Seldon Fox for FY21 audit.

      Board election deadline is April 30th.

      RAILS has delivered all SWAN records to Quail Ridge.

      An update was given on the RAILS Consortia Committee.

      (Bodewes left meeting at approximately 9:52 a.m. Dawne Bussey took over, Bodewes returned at 9:55 a.m.)

      Skog discussed the invoices that Harvey Public Library District owe as well as the payment schedule that has been ongoing. An agreement has been made to allow another payment schedule which Skog will go over with Harvey.

c. Operations Report
The Aspen Discovery usability study in patron behavior was explained to the Board. The Aspen pilot is winding down and pilot libraries are meting bi-weekly.

The IT group has been working on migrating all SWAN servers hosted at the RAILS data center.

d. Treasurer's Report
Bussey discussed the RAILS March Board meeting in regard to LLSAP Grants.

7. Discussion Item – ARPA Funding: American Rescue Plan Act.

This has been something Skog has been monitoring and ILA announced to keep an eye on funding and how it has been allocated. Skog continued to explain the funding procedure, etc. The SWAN Board agreed to have SWAN organize some meetings based on the county a library is located in.

8. Discussion Item – Purging Inactive User Records & Updating Change of Address

Tortorella explained the proposal criteria May 2021 patron record purge. An explanation of bills for long-inactive patrons, timeline & responsibilities and the 3 years of inactivity become a 1 year was proposed by Tortorella. A brief discussion continued amongst the board members.

9. Adjournment
Bodewes adjourned the meeting at 11:08 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Julie Milavec

Board Secretary

SWAN Executive Director Report

May 21, 2021

Update on Activities

Quail Ridge Office Space
We are making some adjustments to the space and office assignments.

Board Election
There are 7 candidates running for the 2 seats. The e-ballot was sent out on May 10th. There will be a second email from the myDirectVote system at the start of the final week of voting. One library director contacted me about needing the login information which needed to be handled by the myDirectVote support team. They were very happy with the response.

Board Considerations

Unpaid Invoices
We inherited 50 outstanding invoices during the accounting transition from RAILS Finance. These invoices included membership fees, SWAN library reimbursements, and non-SWAN library reimbursements. Since January of this year, we have contacted all libraries in an attempt to collect the $64,242.78 total owed. To-date, we have been paid $39,258.39 with Harvey Public Library District carrying an unpaid balance of $21,191.94 prior to the current year.

In preparation for the FY21 audit, the following FY17-FY20 invoices for non-SWAN reciprocal borrowing reimbursements should be considered for write-off. Total amount is $382.42 representing 12 Non-SWAN libraries. It should be noted that all funds for reimbursement of lost material have been reconciled and credited to our SWAN libraries, so SWAN member libraries will not incur any loss associated with these write-offs.

Library	Invoice Date	Invoice/Credit Description	Reason for write-off	Invoice Number	Total
Bloomington Public Library	5/31/2017	Bloomington PL RB Invoice	FY17	5593	38.00
Evanston Public Library	1/20/2020	Reciprocal Borrowing - January 2020 Billing	<= $15.00	7237	15.00
Grissom Middle School Library	4/13/2020	JJ RB Invoices for April 2020	<= $15.00	7405	7.95
Highland Park Public Library	4/13/2020	JJ RB Invoices for April 2020	<= $15.00	7410	4.50

Library	Invoice Date	Invoice/Credit Description	Reason for write-off	Invoice Number	Total
Helen M. Plum Public Library	2/27/2019	Invoice # 6648 Correction	Prior to Oct 2018 when transactional detail is reported	6648	76.99
Homer Township Public Library	1/20/2020	Reciprocal Borrowing - January 2020 Billing	<= $15.00	7244	14.00
Loyola University of Chicago	1/23/2019	Reciprocal Borrowing Invoices-January 2019	Prior to Oct 2018 when transactional detail is reported	6605	17.00
Plainfield Public Library	1/23/2019	Reciprocal Borrowing Invoices-January 2019	<= $15.00	6616	11.75
Prairie View Middle School	10/18/2018	Reciprocal Borrowing-Oct 2018 Billing	<= $15.00	6466	19.00
Rockford Public Library	1/23/2019	Reciprocal Borrowing Invoices-January 2019	Prior to Oct 2018 when transactional detail is reported	6621	28.00
Wheaton Public Library	4/13/2020	JJ RB Invoices for April 2020	Total invoice $191.78, library submitted challenge to partial based on patron information	7433	141.84
Wilmette Public Library District	10/21/2019	Reciprocal Borrowing - October 2019	<= $15.00	7124	8.39
Total amount to write-off					**382.42**

Monthly Financial Report

Balance Sheet

The Current Assets Other Receivables has been reconciled and applied since last month. These were anticipated revenue from the PPE program that began in the prior fiscal year. That balance is now zero.

Revenue & Expense Report

This month would be 83% of the budgeted revenue and expenses. SWAN's financials are presented in a cash basis for this current fiscal year 2021. The prior month of April reflects the revenue from the fourth quarter invoicing for membership fees and the quarterly payment from RAILS as part of the LLSAP funding.

SWAN FY21	Ending April 2021
Total Revenue	$3,654,645.62
Total Expenses	$3,294,799.04
Over / (Under)	**$359,846.58**

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.

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the fourth quarter invoices were sent out in April. We are at 90.69% for this line and need to get to 100% revenue for the period.

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 fourth payment to SWAN was received in April, so this line is now precisely at 100% as expected.

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 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 is 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. SWAN will be making a large payment to SirsiDynix for the annual maintenance in May. EBSCO and OCLC expenses renew July 1st.

5460 - Information Subscription Service budget line is 94.63% 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. The EMV/"chip & PIN" devices budgeted at $14,000 has not taken place nor is expected for the remainder of this fiscal year.

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

5700 – Insurance budget line records the business and liability insurance covered by Hartford and Travelers insurance. This line is the full year's expense for SWAN. However, 3 months of FY20 pre-paid expenses have been recorded in this line as part of the fiscal close for FY20. This will be adjusted at the

end of the fiscal year to reduce the 3 months July, August, and September 2021 pre-paid insurance expenses. We will just have to live with this line being overbudget for now.

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

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: May 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 (April 20th – May 17th) 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
4/20/2021	Item Type Consolidation (Batavia)	Sam	Bib Srvs	Consultation
4/20/2021	Aspen School Configuration (Bensenville SD #2)	Tara, Dawne	UX, Admin	Consultation
4/20/2021	Acquisitions Training (Hinsdale)	Sam	Bib Srvs	Training
4/21/2021	Circulation Users	Crystal, Sam (+others)	UX, Bib Srvs, IT, Admin	Member meeting
4/21/2021	Pseudo Library R&D (St. Charles & Glen Ellyn)	Dawne, Crystal	Admin, UX	Research & Development
4/21/2021	SWAN Notice Dialer (Elmwood Park & Eisenhower)	Steven, Michael	IT	Research & Development
4/22/2021	RFID Users	Ian, Steven, Michael, Dawne	IT, Admin	Member meeting
4/22/2021	E-Resource Advisory	Robin, Dawne, Vickie, Helen	UX, Admin, IT	Member meeting
4/22/2021	Item Type Consolidation (Carol Stream)	Sam	Bib Srvs	Consultation
4/23/2021	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
4/23/2021	Outreach Users	Crystal	UX	Member meeting
4/26/2021	Fine Free Discussion (Stickney-Forest View)	Vickie, Michael	IT	Consultation
4/27/2021	SWAN Fireside Chat #25	Tara, Dawne, Vickie	UX, Admin	Member meeting
4/28/2021	SWAN Notice Dialer (Elmwood Park & Eisenhower)	Steven, Michael	IT	Research & Development
4/29/2021	Pseudo Library R&D (DGS, GED, GVD, INS, OPS, SCD, VPD)	Dawne, Crystal, Steven, Dave	Admin, UX, IT	Research & Development
4/30/2021	KitKeeper Pilot (Geneva, Downers Grove, Glen Ellyn, St. Charles)	Helen, Dawne	Admin	Research & Development

Date	Event	Attendees	Teams	Category
5/3/2021	Aspen Pilot: Bi-Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
5/4/2021	Training: BLUEcloud Analytics for Directors	Dawne, Michael, Dave	Admin, IT	Training
5/5/2021	Office Hours: BLUEcloud Analytics	Dawne, Michael, Dave	Admin, IT	Consultation
5/5/2021	Office Hours: Circulation & ILL	Dawne, Helen, Vickie, Crystal, Sam	Admin, IT, UX, Bib Srvs	Consultation
5/5/2021	Aspen School Configuration (Bensenville SD #2)	Tara	UX	Consultation
5/6/2021	Training: ILL Boot Camp	Helen, Dawne, Steven, Vickie	Admin, IT	Training
5/6/2021	Cataloging Advisory	Scott, Claudia, Sam, Sue, Diane, Angela	Bib Srvs	Member meeting
5/7/2021	Move Planning (St. Charles)	Dawne, Scott, Sam, Michael	Admin, Bib Srvs, IT	Consultation
5/7/2021	Office Hours: Patron Record Purge Discussion	Dawne, Aaron, Steven, Dave, Vickie, Robin	Admin, IT, UX	Member meeting
5/7/2021	Diversity and Inclusion in Metadata Working Group	Scott, Claudia, Sam, Sue, Diane, Angela	Bib Srvs	Member meeting
5/10/2021	VPN Configuration (St. Charles)	Steven, Rudy	IT	Consultation
5/10/2021	School/Public Library Partnership, SOPPA-Aspen (Bensenville Public)	Tara, Dawne	UX, Admin	Consultation
5/11/2021	Office Hours: Patron Record Purge Discussion	Dawne, Aaron, Steven, Dave, Robin	Admin, IT, UX	Member meeting
5/11/2021	New profile, patron records (Warrenville)	Dawne, Michael	Admin, IT	Consultation
5/12/2021	Office Hours: Cataloging	Scott, Claudia, Sam, Sue, Diane, Angela	Bib Srvs	Consultation
5/12/2021	Aspen & Website integration (Tinley Park)	Tara, Aaron, Dawne	UX, Admin	Consultation
5/12/2021	VPN Configuration (Prairie State College)	Steven, Rudy	IT	Consultation
5/13/2021	VPN Configuration (Riverdale)	Steven, Rudy	IT	Consultation
5/13/2021	Training: Introduction to the SWAN Notice Dialer	Steven, Michael	IT	Training
5/14/2021	Aspen Purchase Suggestions (Tinley Park)	Dawne, Tara, Helen	Admin, UX	Research & Development
5/14/2021	Diversity and Inclusion in Metadata Working Group	Scott, Claudia, Sam, Sue, Diane, Angela	Bib Srvs	Member meeting
5/17/2021	Aspen Office Hours	Tara, Scott, Sam, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
5/17/2021	VPN Configuration (Prairie State College)	Steven, Rudy	IT	Consultation

Research & Development, Vendor Engagement

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

Date	Event Name	Attendees	Teams Represented	Topic
Tuesdays: 4/20 - 5/11	ByWater - Aspen weekly pilot check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Research & Development
4/21/2021	Aspen Lunch & Learn	Tara, Scott, Steven	UX, Bib Srvs, IT	Collaboration
4/26/2021	Sure Sailing	SWAN staff from all areas	Bib Srvs, IT, UX, Admin	Support
4/27-4/29	COSUGI Annual Conference	Presenters: Aaron, Scott, Rudy; Attendees: Aaron, Scott, Michael	Admin, Bib Srvs, IT	Collaboration
5/5/2021	ELSUM Meeting	Robin, Tara	UX	Collaboration
5/6/2021	RAILS Bi-Monthly check-in	Steven	IT	Collaboration
5/6/2021	Unique Management	Steven, Michael	IT	Research & Development
5/11/2021	Aspen Lunch & Learn	Scott, Dawne	UX, Admin, IT, Bib Srvs	Collaboration
5/12/2021	VPAT Inventory with RAILS	Tara, Robin	UX	Collaboration
5/13/2021	Aspen Users Gathering	Tara, Steven, Scott, +others	UX, IT, Bib Srvs	Collaboration
5/14/2021	SirsiDynix Oracle Expansion	Steven, Rudy, Ian	IT	Collaboration

SWAN Assistant Director (Dawne Tortorella)

Annual Patron Record Purge, National Change of Address

The proposed schedule and selection criteria for removal of patron records and purging of long outstanding bills have been met with concern throughout the membership. Open office hours were provided for discussion. The SWAN Community Forums provide links to the recorded sessions and a discussion thread. Members are encouraged to share their ideas, concerns, and recommendations for moving forward.

Concerns fall around these critical areas:

- Inconsistency of automatic setting of Last Activity Date when accessing digital resources and in-library services
- Removal of patron records after a period of reduced activity due to pandemic (basically a lost year), as well as concern for libraries involved in renovation/building plans that also extended this timeline of potential inactivity

- Removal of bills and how to determine appropriate criteria for removal of long inactive patrons with bills (existence of bills precludes removal of a patron record)
- Handling of juvenile records and bills that have aged to adulthood
- Increased liability in storing inactive patron information, especially sensitive personally identifiable information (PII)

The discussions continue to be productive. We look forward to finding a solution that enables ongoing review and resolution of inactive patron records continuously. Selection criteria and next steps will be discussed at the June Quarterly Meeting.

The timeline presented in [April 23, 2021 Board Packet](#) (pg 52-55) is on pause and under review, pending the June Quarterly.

Pseudo Libraries

During the past month, seven libraries have participated in review of pseudo libraries for supporting drive-up windows and lockers for holds pick-up. All of these libraries have confirmed interest in using a pseudo library and an order has been placed. Implementation, configuration, and training is planned for June. Pseudo libraries will be created for the following:

Agency Code	Description
DGS_L	Downers Grove Public Library Locker
GED_D	Glen Ellyn Public Library Drive-up Window
GVD_D	Geneva Public Library Drive-up Window
INS_D	Indian Prairie Public Library District Drive-up Window
OPS_LI	Oak Park Public Library Main Branch Indoor Locker
OPS_LO	Oak Park Public Library Main Branch Outdoor Locker
SCD_D	St. Charles Public Library District Drive-up Window
VPD_L	Villa Park Public Library Locker

COVID-19

A return to pre-pandemic system configuration continues to be targeted for September 1, 2021. Some of the decision timelines include:

- Return to pre-pandemic notice wording (completed)
- Return to pre-pandemic grace periods (June 1, 2021)
- Default SWAN processing fee set to $0, current default is $5 (July 1, 2021)
- Libraries Fine Free For Now – decide on pre-pandemic or Fine Free rules by September 1

A questionnaire has been distributed to share membership preferences and practice regarding policies that have shifted during the past year. See the news post: [Seeking Member Input: Fine Free, Collections, Processing Fees.](#)

Resource Sharing

Helen Pinder has developed a series of ILL Boot Camp training sessions to assist new staff and provide a refresher for staff supporting interlibrary loan outside of SWAN. ILL has been dramatically impacted during the past year with staffing changes, restrictions due to covid, and additional tools available through OCLC and SWAN configuration of real-time availability. Over 30 people registered for the first installment of the 4-part series.

A look at the numbers

Circulation

Circulation patterns show Monday and Saturday spikes in weekly circulation. We saw a significant dip on Friday, May 14th which may be related to library closures. Over the next month or two we may see a decrease in circulation attributed to St. Charles Public Library being closed as they move back to their renovated building.
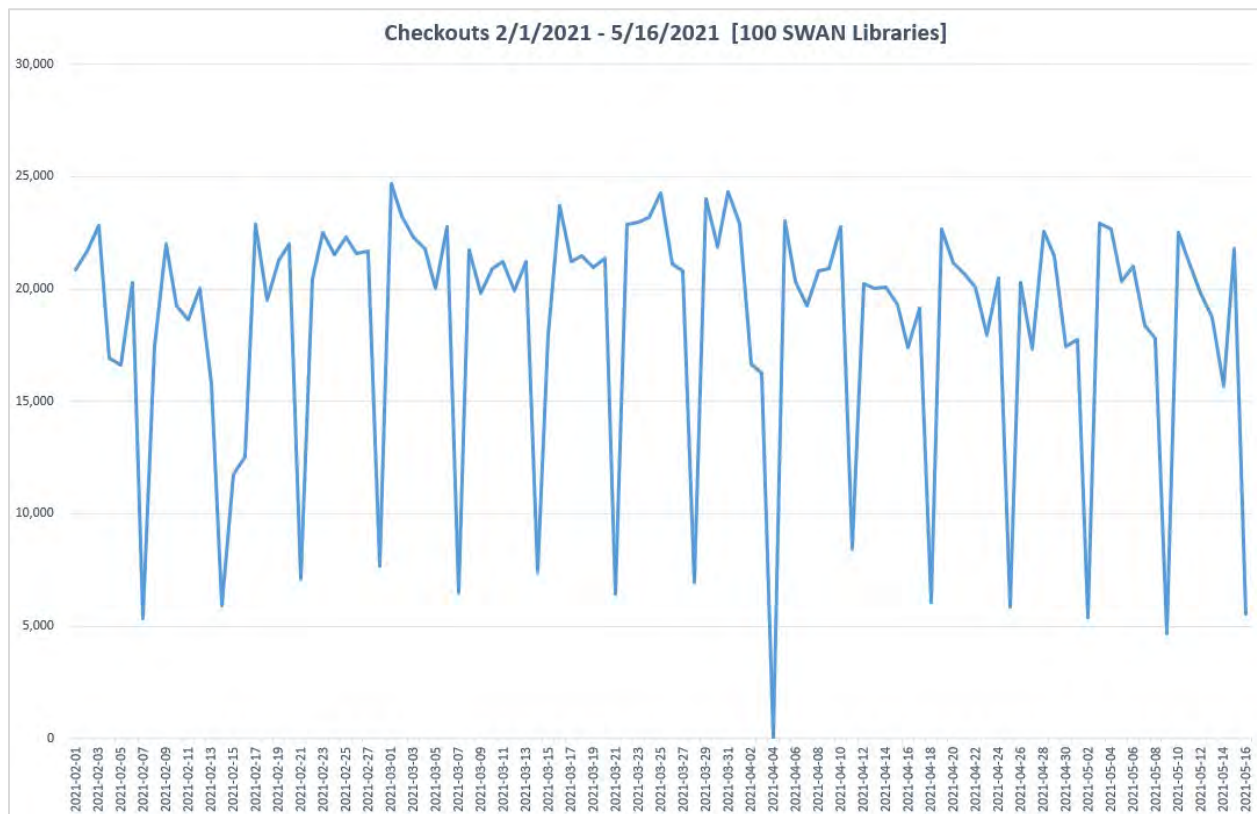

The full snapshot of circulation activity since September 2019 shows the steady state we are maintaining. A closer look comparing March 16-April 15, 2021 to April 16-May 15, 2021 circulation shows a 7% decline in circulation from the previous month. Based on 2019 pre-pandemic data, this dip in April/May could be seasonal.

Checkouts 9/1/2019 - 5/16/2021 [100 SWAN Libraries]
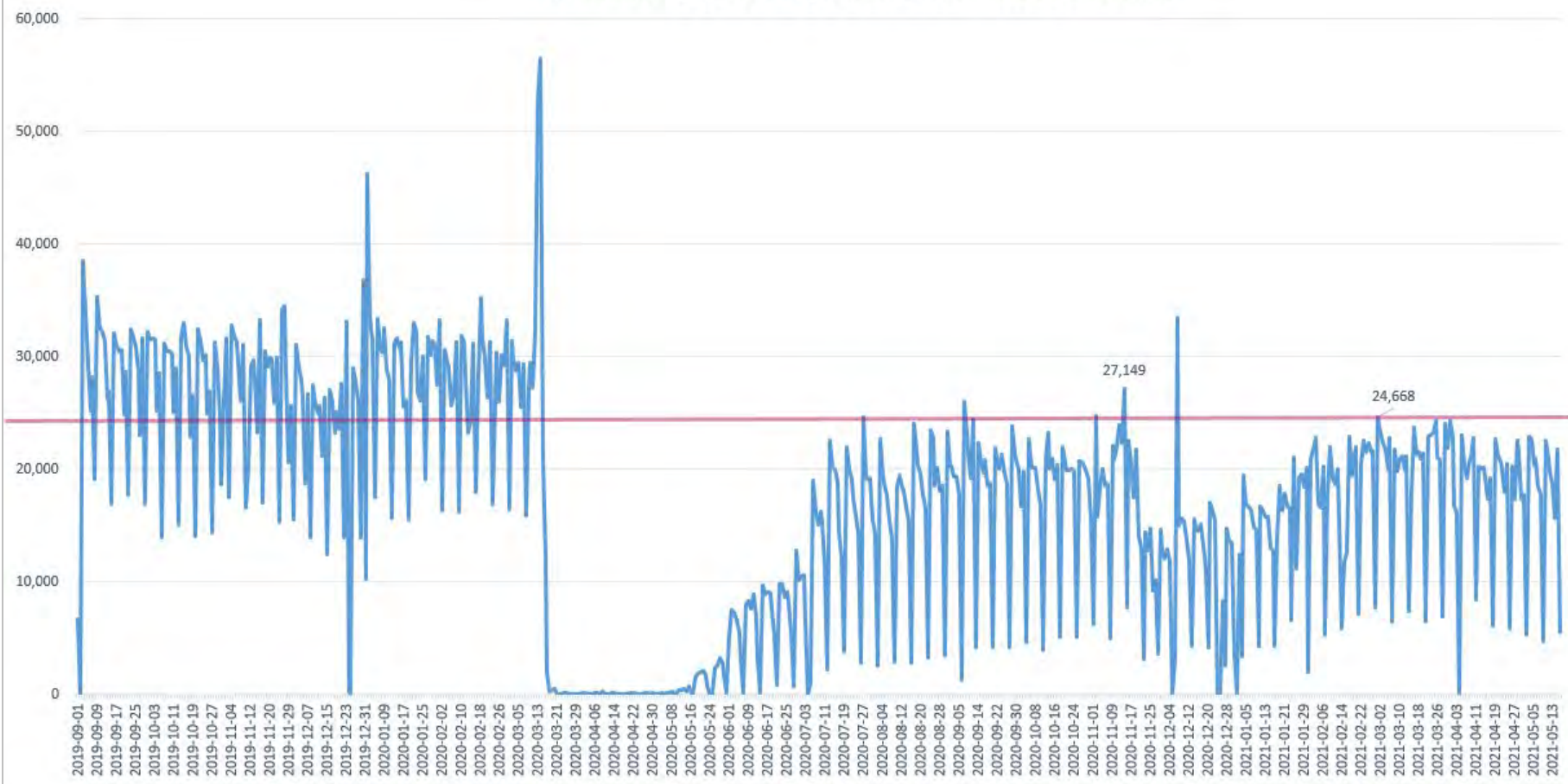
The following tables and charts illustrate the impact the total shutdown had for purposes of comparison. Comparing prior year (on the left) results in the wide disparity between April 2020 and April 2021. On the right, comparison with the prior pre-pandemic year, shows despite a drop in circulation count (March 2021 vs. April 2021), historically the decrease from March-April 2019 was even greater.

Month	2019	2020 (97)	2020 (100)	% of Circ	% of Circ	Month	Prior Year: Pre-Pandemic	2020 (97)	2020 (100)	% of Circ	% 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%	49.83%	January	869,179	412,224	433,108	47.43%	49.83%
February	800,859	477,100	499,165	59.57%	62.33%	February	800,859	477,100	499,165	59.57%	62.33%
March	469,133	594,724	619,720	126.77%	132.10%	March	926,662	594,724	619,720	64.18%	66.88%
April	2,315	534,366	556,216	23082.76%	24026.61%	April	817,234	534,366	556,216	65.39%	68.06%
	10,694,333	5,554,853		51.94%		Past 12 Mos	10,222,885	5,083,405		49.73%	
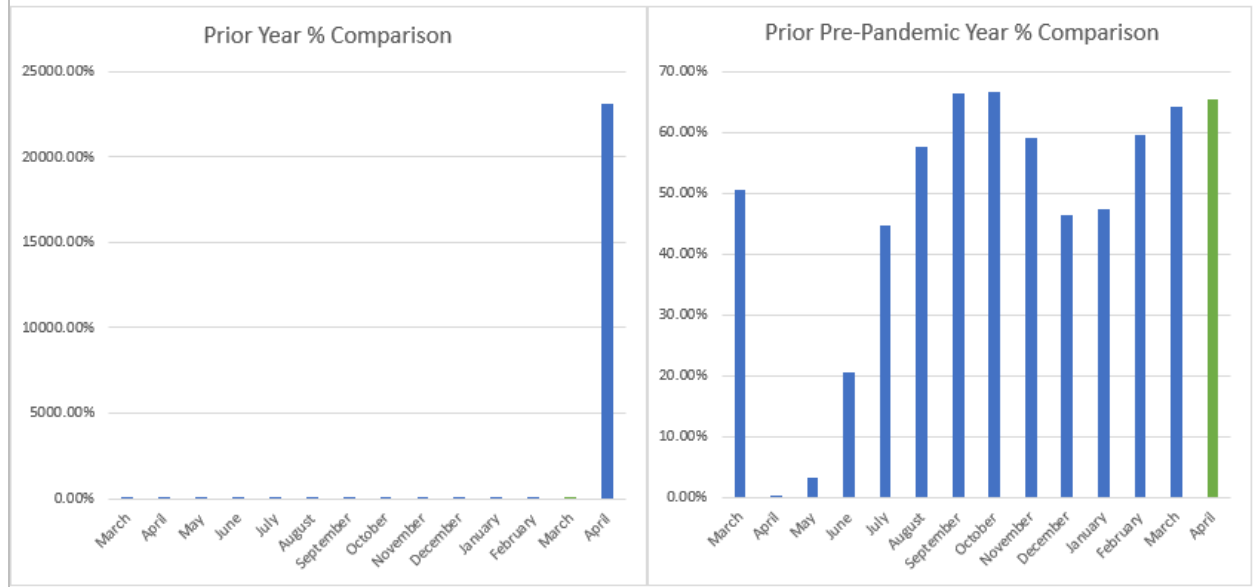
Comparison of circulation from January, 2019 – April, 2021 shows the month-to-month patterns of circulation over the pre-pandemic, pandemic, and current year.

2019 - 2021 Circulation Snapshot
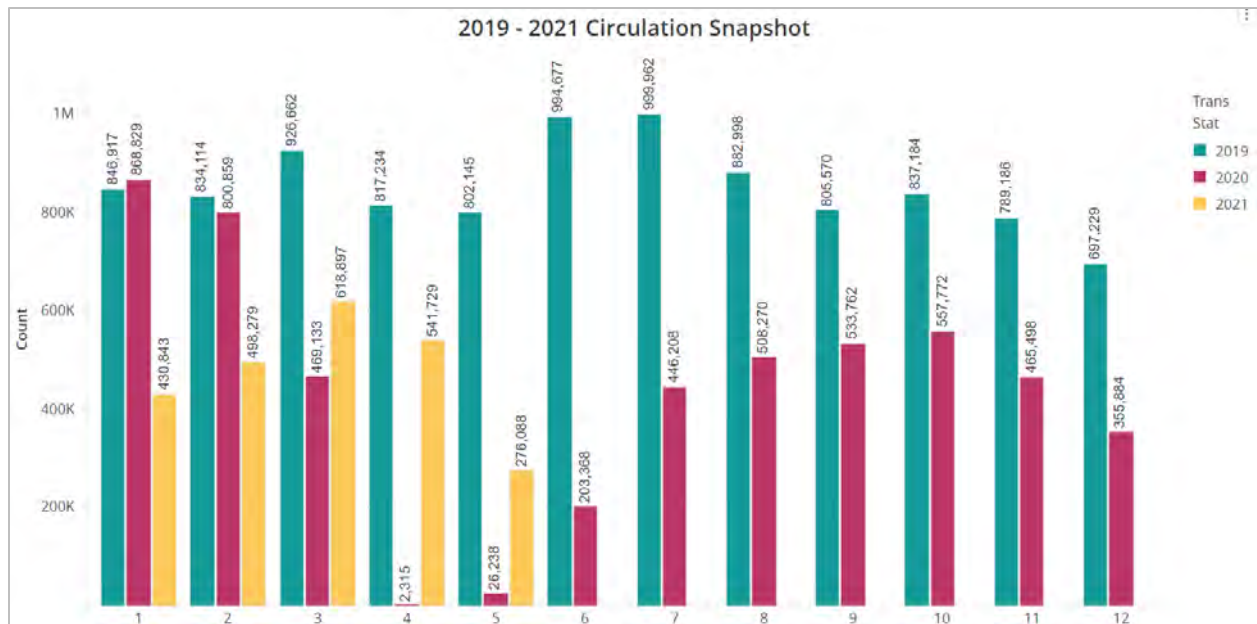
Holds

Patrons continue to directly place over 80% of holds in the system. A slight increase in holds placed through mobile apps is likely over-reported, as patron-initiated holds through Aspen are also included in this client category.

Hold Client	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	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	134,491	1,907,588
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	36,617	473,199
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	14,669	170,671
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	4,307	32,798
Unknown	246	146	22	11	143	114	121	259	451	931	307	0	30	16	23	2,820
Bookmyne	317	95	11	18	41	167	129	185	212	97	88	93	73	59	77	1,662
SIP2	27	31	0	0	0	9	18	12	18	2	0	1	6	2	3	129
BLUEcloud Circ	14	20	0	0	12	3	21	1	2	5	2	6	1	2	0	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	190,187	2,588,956
% Placed by Patron	75%	78%	98%	90%	88%	81%	80%	81%	81%	84%	83%	83%	82%	81%	81%	82%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	8%	8%	9%	8%	9%	9%	10%	10%	8%

While mobile app usage is elevated due to the "Aspen effect", patrons may be reaching our catalog and placing holds through their mobile devices. Both Enterprise and Aspen are responsive and thus patrons may be using a web browser on their devices to access the catalog and manage their account activity. We will need to further analyze web analytics to better understand mobile app vs other web service access such as Aspen.

April showed a decline across all hold metrics (placed, pick-up, users placing/pick-up holds). This may be impacted by more in-library visits for materials with warmer weather, seasonal patterns, and library renovations/closures impacting ability for patrons to pick-up holds at their home library. Despite decline, over 34,000 patrons are active in managing holds consistently month to month.

	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
Apr-21	190,187	162,668	34,268	32,245

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

Trends in Holds, Feb 2020 - Apr 2021
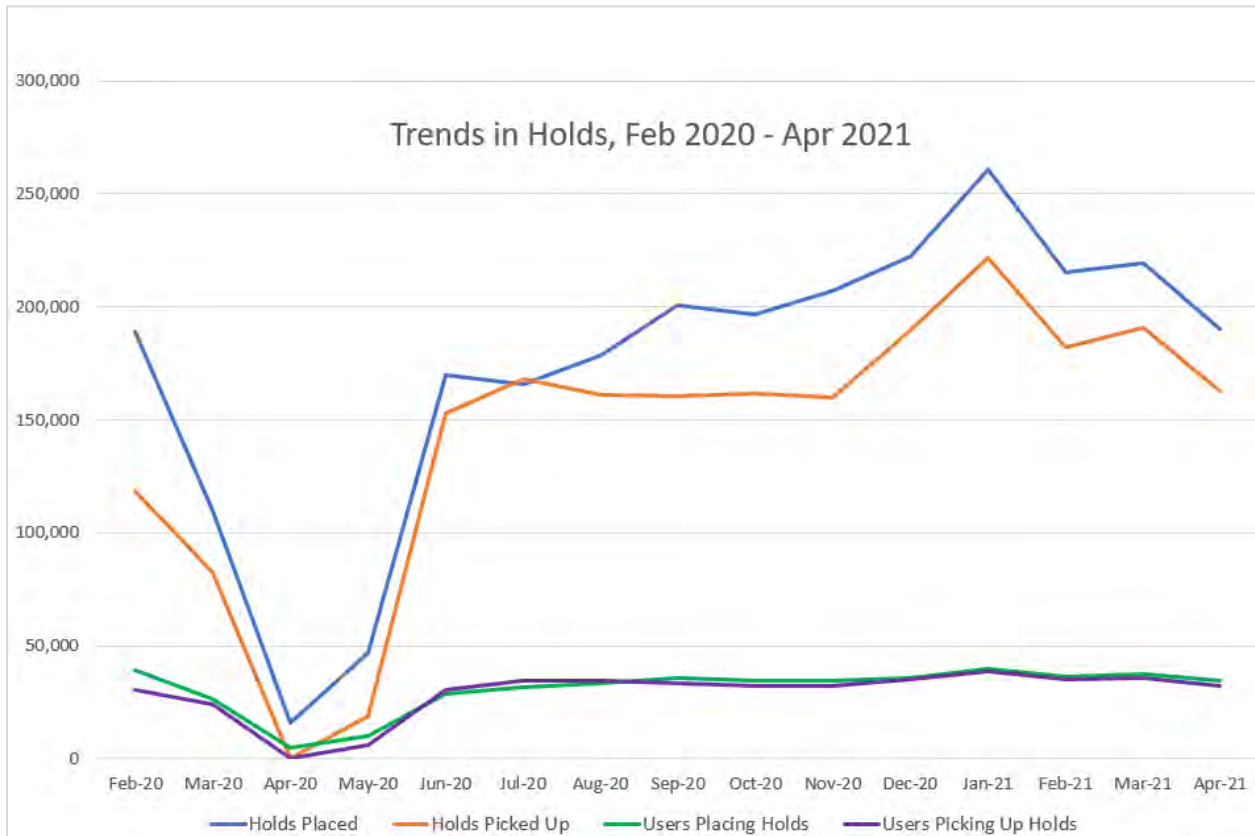
Transits – Resource Sharing

Items put in transit to support resource sharing dropped slightly in April. This percentage drop, however, was a lower drop than in circulation. Again, health of circulation in SWAN is highly dependent on resource sharing and delivery.

	Prior Pre-Pandemic Month/Year	rent Month/Y	% change
Jan 2020	269,481	320,142	19%
Feb 2020	268,464	294,829	10%
Mar 2020	286,066	151,830	-47%
Apr 2020	274,734	1,340	-100%
May 2020	272,468	15,287	-94%
Jun 2020	270,908	66,066	-76%
Jul 2020	296,871	123,522	-58%
Aug 2020	294,591	186,020	-37%
Sep 2020	284,312	215,022	-24%
Oct 2020	300,220	250,734	-16%
Nov 2020	279,280	237,628	-15%
Dec 2020	271,716	244,905	-10%
Jan 2021	320,142	278,152	-13%
Feb 2021	294,829	273,757	-7%
Mar 2021	286,066	299,023	5%
Apr 2021	274,734	266,376	-3%
	4,544,882	3,224,633	-29%
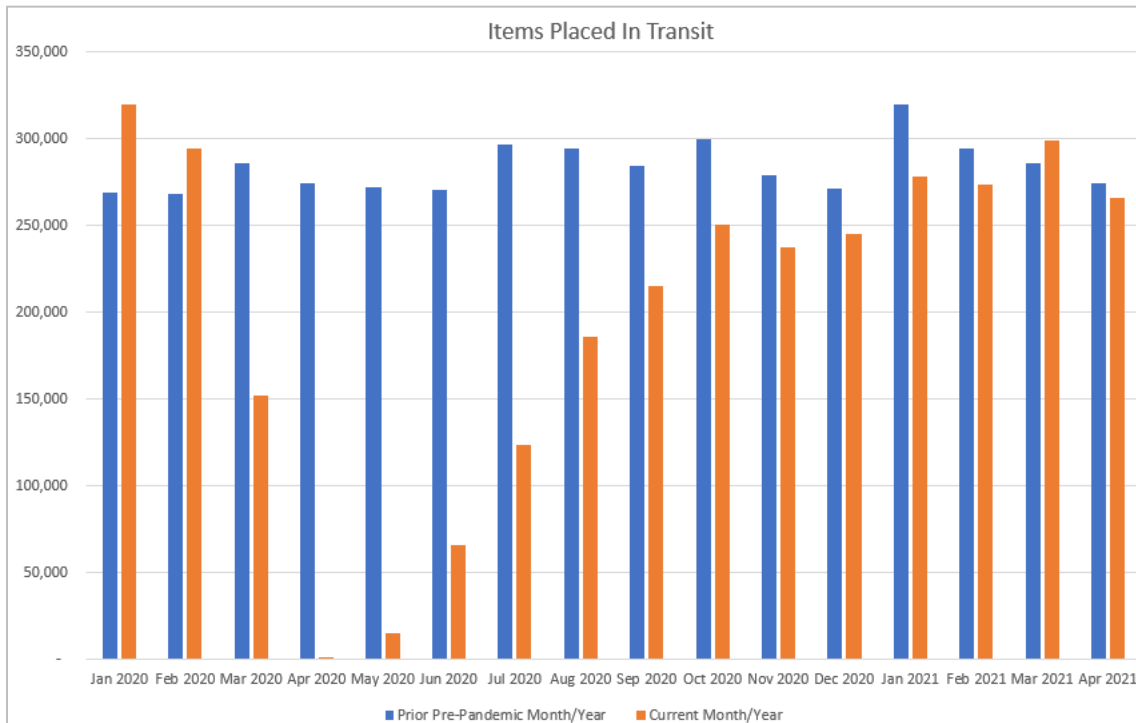
SWAN Bibliographic Services (Scott Brandwein)

Cataloging Advisory (5/6/2021)

Cataloging Advisory met on May 6th and discussed a few ongoing topics. We are still working on recommendations for simplifying the 590 format vocabulary. Terms describing library of things items and ephemera are being used interchangeably by different libraries. For example "DEVICE" and "EQUIPMENT" are used to describe the same classes of items. We are examining how useful these distinctions are and may reduce the number of terms to make things easier for catalogers while hopefully having little impact on patron services.

We are also planning to put together some stricter guidelines for cataloging graphic novels. These are popular items with a number of special qualities that lead to different "styles" of cataloging. Cataloging Advisory hopes to come up with some standards in title, series, and numbering that will increase consistency to help patrons better find and sort these items.

Diversity, Equity & Inclusion in Metadata

This task force has begun meeting, and we are in the process of examining subject headings. We started our discussion with the term "illegal aliens", the term that sparked this conversation in SWAN and many other organizations. We have since expanded our discussion to other terms for ethnicities, religious groups, and people with medical conditions. We will also examine terms for people in the LGBTQ+ community.

While we've made some easy choices for a couple of terms, others require research into how different people wish to be represented. We also have to consider common usage since part of our goal is to increase the visibility of our collections. To this end, we have decided on a universal approach for replacing terms in our MARC records. We will preserve existing subject headings in a new MARC field that will be searchable in our discovery layers but hidden from public view. This way, patrons using outdated terms will still find the materials they need, and the subject facet and record display will gently guide them towards SWAN's preferred terms if they wish to dig deeper.

After our work with the subject vocabulary reaches a natural stopping point, the group has a few more goals:

- Develop a pathway for members to suggest updates to subject terms that the group may have missed
- Identify subject vocabularies SWAN catalogers may want to adopt to provide better access to collections where existing subject terms are not granular enough
- Provide recommendations for member libraries to identify and surface diversity collections through SWAN's discovery layers
- Collect resources for libraries who wish to perform diversity audits of their collections

Once we have made more progress, we will begin to communicate any changes to the SWAN membership as a whole. Our work is designed to be fully automated via the Symphony API and our authority and bibliographic cleanup vendor, MARCIVE. Other than optional use of alternate subject

vocabularies, SWAN catalogers will not need to make any changes to their workflow to accommodate this project.

Advanced Serials Training

Claudia Nickson published another self-paced training. It is a follow-up to the serials training course published earlier this year and delves into withdrawing serials, special issues, transferring serial control, and working the MARC holdings records. The training is open to all SWAN member staff and can be accessed online: https://training.swanlibraries.net/advanced-serials/

Serials Cleanup

After our hold on this project, SWAN is running reports on items that may be candidates for deletion according to survey results. Since this is a bespoke process, this work will take place very gradually over the coming weeks.

COSUGI Conference 2021

Scott did two presentations at COSUGI last month outlined in last month's report. Aside from those, he attended some other valuable sessions. In particular, one panel discussion involved how other libraries are updating subject headings as part of their own diversity projects. While SWAN is taking a different approach to the mechanics of updating records, we gleaned a couple of ideas from this session that informed our own task force discussion.

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.

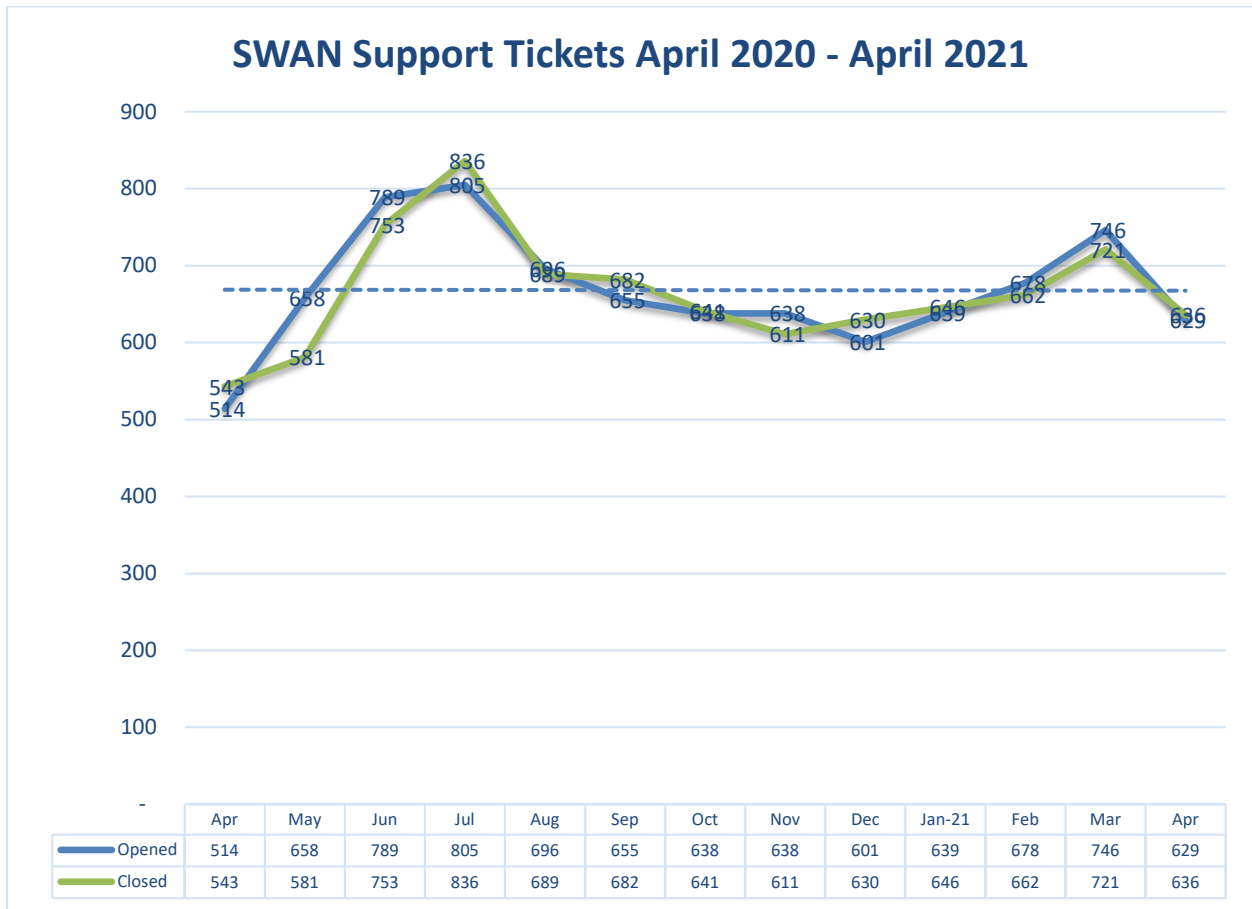For April, there were 88 upgrades of minimal level records in OCLC to full records.

	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	73									
Copy 2021*	1,632	1,847	1,911	1,480									

* 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

Notable support tickets included questions regarding the Patron Purge. The team also had an uptick of VPN/network connectivity issues reported, several after-hours. Most of those outages tied back to issues with the libraries' Internet Service Providers. Robin (UX) responded to many tickets regarding an EBSCO password change, and Robin and Steven worked to respond to several LinkedIn Learning migration questions. The weekend of April 17th, the team also contended with X12 acquisitions invoice issues, causing a backup of the Symphony reports queue. This ended up being due to an unexpected audit of invoices that was being processed repeatedly.

SWAN Support Tickets April 2020 - April 2021

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-21	Feb	Mar	Apr
Opened	514	658	789	805	696	655	638	638	601	639	678	746	629
Closed	543	581	753	836	689	682	641	611	630	646	662	721	636

Tickets Submitted to SWAN

Aspen Project

- Troubleshooting of nightly indexes – Rudy, Steven with UX, Bib Srvcs, Admin teams
- Increase of server memory, overall indexing capacity – Rudy, Steven with Mark Noble (ByWater)
- Increase of system disk storage – Rudy, Steven
- Seek API access for fines payment from ProPay – Steven with Mark Noble (ByWater)

Vendor Integrations

- Lynda.com/LinkedIn Learning migration assistance – Steven with Robin (UX)

RAILS & SVA Server Migrations

- Setup and troubleshooting of new Support Site/ticket server – Rudy, Steven, Tara (UX) with RAILS IT
- Continued setup of new MailMan (SWANcom) email server – Steven
- Continued setup and testing of new Unique phone notices server – Steven, Michael with Unique (UMS) Team, ESS and EPS pilot staff

General Projects

- Library Fine Free consultations and configuration – Vickie, Michael
- FY21 staff laptop hardware deployments and consultations – Ian
- Wood Dale renovation system setup and policies – Michael with Dawne (Admin)
- Indian Prairie renovation system setup and policies – Michael with Dawne (Admin)
- Symphony 3.7.1 setup on test server, release notes review – Michael with Dawne (Admin)
- Microsoft Azure server sizing reservations, cost analysis and budgeting – Steven
- Setup and review of SharePoint retention policies – Steven, Dawne (Admin)
- Library notice language updates – Michael, Dave, Vickie
- Symphony HTML notice research – Michael
- BLUEcloud Self-Checkout testing and setup – Ian, Dave
- Zabbix system monitoring tool setup and testing – Rudy, Ian
- Patron Purge / NCOA planning, membership Q&A meetings – Dave, Michael, Steven, Vickie with Dawne (Admin)
- Pseudo libraries pilot setup and testing – Dave, Michael, Steven with Dawne (Admin)
- Bedford Park renovation collection changes – Dave with Claudia (Bib Srvcs)
- COSUGI presentation, Developing Core Application Services – Rudy with Scott (Bib Srvcs)

SWAN Notice Dialer (SVA Replacement)

The SWAN Notice Dialer now has a tentative membership-wide go live date of Tuesday, May 25th. In the last month, Steven and Michael continued work with Elmwood Park Public Library and Eisenhower Public Library to pilot the replacement for the aging SVA (SirsiDynix Voice Automation) dialer. The pilot has proven successful with few (if any) issues reported from library patrons. Steven is continuing to work with Unique to relay feedback from the pilots and improve functions of the new system. Specifically, changes have been requested to the end of day report to not only list failed calls, but also successful calls to provide libraries with a better idea of all notices delivered and give a better perspective of the overall call volume.

Steven also hosted a recorded training via GoToMeeting on May 13th with help from Lucas McKeever and Peggy Tomzik to review details of the new dialer and solicit feedback from the membership. Steven noted two action items for all member libraries for the May 25th go-live:

1. Email help@swanlibraries.net to indicate if the library wishes to have their main phone number used as a Caller ID for the system.
2. Whitelist the Unique email address, messagebeefailednotificationexport@unique-mgmt.com or domain, @unique-mgmt.com to ensure failed call reports are delivered to each library's aliased email address recipients (aaa@notices.swanlibraries.net). The library should then follow-up with noted patrons as needed each day.

COSUGI Virtual Conference 2021

Michael attended this year's COSUGI (Customers of SirsiDynix Users Group, Inc) conference virtually from April 27th through the 29th in representation of the SWAN IT/System Support team. Rudy Host presented at the conference alongside Scott Brandwein for a session called "Developing Core Application Services," detailing some of SWAN's development efforts in the past several years leveraging various SirsiDynix API's and library technologies. Michael came away with a few notable product updates and recommendations from SirsiDynix staff, although the networking element typically focal to these events was lacking due to the virtual format.

RAILS Server Migrations

On the evening of April 28th, Rudy and Steven successfully completed the migration of the SWAN support site and OTRS support ticketing system from the RAILS datacenter to SWAN's Microsoft Azure Cloud without notable issues. Servers remaining in the RAILS datacenter are the SVA (SirsiDynix Voice Automation) notice dialer which is soon to be replaced by the SWAN Notice Dialer from Unique and the MailMan (SWANcom) server, which Steven is currently working to recreate in the SWAN Azure Cloud environment. Following the cutover to the new notice dialer, the IT team plans to visit RAILS to securely decommission all retiring SWAN hardware.

SWAN RFID Users Group Meeting

The SWAN RFID Users Group met on April 22nd via GoToMeeting, gathering representation from 4 libraries. Topics discussed included changes to quarantine procedures, changes to self-checkout and RFID processing workflows, and mobile self-checkout options.

Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
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)
5/13/2021	330,483	98.85% (326,696)	0.07% (234)	0.00% (16)

Phone Notice Tracking (Last 30 Days for EPS/ESS Pilot)

Reading Date	Total Calls Attempted	Success Rate	Failed
5/13/2021	542	95% (517)	0.03% (20)

Outage Tracking (as of May 13th)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
4/17/2021	07:15	5	Aspen Discovery	No	No	System memory issue requiring restart of services.
4/18/2021	18:45	15	Symphony	Yes	No	Planned system patching.
4/18/2021	18:45	120	Web Services	Yes	No	Planned system patching.
4/20/2021	12:07	5	Aspen Discovery	No	Yes	System memory issue requiring services restart.
4/21/2021	13:50	5	Aspen Discovery	No	Yes	System memory issue requiring services restart. Brought server back up with more memory.
4/23/2021	9:38	10	Aspen Discovery	Yes	Yes	System storage resized to accommodate larger data indexes.
4/28/2021	18:15	195	Support Site / Ticketing	Yes	Yes	SWAN support site and ticketing system migration to Microsoft Azure.

SWAN User Experience (Tara Wood)

User groups

Circulation Users Group

Circulation Users Group met April 21st. Topics included a discussion of pickup locations for library lockers and curbside.

E-Resources Advisory

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

Outreach Users Group

Outreach Users met on April 23rd. Topics included a review of creating search interests in Workflows to work around current bugs in the software. Crystal also worked with Lynda Spraner, chair, to create documentation on search interests.

Aspen Pilot

Research report

The Aspen Pilot Research Summary Report is now available on the SWAN support site:

Documentation > Research & Pilot Services > Aspen Discovery > Aspen Pilot

https://support.swanlibraries.net/system/files/documentation/Aspen/202105-Aspen-Pilot-Research-Summary.pdf

The report summarizes the research efforts around Aspen features and functionality, including usability testing, surveys, and relevancy analysis, and it compiles the full research reports for all research activities conducted during the pilot and beta testing periods.

In addition to the research summary, SWAN is preparing a risk assessment and performance analysis to ensure that Aspen is a reliable, stable platform for the membership.

Development progress

ByWater staff made significant improvements to indexing performance in the past month.

The UX team completed the initial configuration for all 100 member library catalogs—including indexing for ILS records, Hoopla, and Overdrive—so we could see any impact to performance before any libraries are using Aspen as their primary catalog. Following this setup, the index significantly increased in size and we encountered memory limits and extreme slowness with our nightly indexes. SWAN staff worked closely with ByWater to identify areas to improve code efficiency, while also increasing server resources. Our index size was reduced by half, and we're now seeing significantly faster nightly index times. There are additional performance improvements ByWater is currently working on to further improve performance, and we are also working on better processes to restore the index from a backup.

In addition, ByWater completed all of our go-live priority development requests with the exception of ProPay (fines payment) integration. While ByWater is actively working to complete this integration for us, they are currently blocked awaiting information and access from ProPay.

Rollout timeline and training

Once the ProPay integration is complete and SWAN staff are confident that the indexes and performance are stable, pilot libraries can begin to use Aspen as their primary catalog and SWAN can set a timeline for a wider rollout.

At this time, we plan to offer a set of 8-10 trainings and library staff can choose which trainings will be most helpful for them and their roles.

- All Staff trainings, covering general features in Aspen
    - Searching and intro to grouped records
    - Holds & masquerade mode
    - E-resources
    - Accounts & recommendations - Crystal
- Administrative trainings, for staff with login access to Aspen administration
    - Currently we anticipate 4-5 trainings for staff with administrative permissions

Once the pilot libraries are live, we will be able to finalize training dates. We hope to offer 2-3 start dates.

Aspen office hours

We have made a minor change to our bi-weekly Aspen Pilot meetings. These will now be office hours, offered every other Monday from 10am-11am. Following the pilot go-live, we will open these up for all interested library staff.

Course development

In preparation for our upcoming support site content review, Crystal developed a refresher course for SWAN staff on best practices for creating web content and using our content management system. This will be a useful tool to use for refresher training and/or onboarding new staff in the future.

E-resources

E-resources & patron record purge

Robin has been testing to ensure e-resources are updating the last activity date to make sure that future patron record purges don't remove e-resource only users.

Group purchases

Robin is in talks with Kanopy and ReferenceUSA about potential opt-in group purchases. When they have more information on pricing, they will send a survey to the membership to gauge interest and feasibility.

The EBSCO group purchase selection form is available to members, and selections are due May 16th. After the deadline has passed, Robin will reach out to libraries that did not complete the form to confirm selections.

New EBSCO Discovery Service interface

Robin attended a demo from EBSCO on the new interface for EBSCO Discovery Service (EDS), which will be released later this year. We should have a preview link to share with the membership in the coming weeks.

E-resource accessibility and VPAT database

Robin is working with RAILS and ELSUM to provide resources and guidance to libraries around making accessibility a priority when purchasing e-resources. While many libraries are having conversations around equity, diversity, and inclusion (EDI), digital accessibility is often overlooked. People with disabilities are the largest minority group, and libraries may be excluding a significant portion of their populations through purchase decisions for resources that, for example, cannot be used by patrons experiencing color blindness or difficulty using a mouse.

One step towards making better purchasing decisions is to ask vendors for a VPAT (Voluntary Product Accessibility Template). Robin is working with RAILS and ELSUM members to create a VPAT repository on the RAILs site, so that libraries can more easily find out if vendors they are using or, more importantly are negotiating with, offer a VPAT and meet a minimum of accessibility standards.

Just starting , additional information to come.

Hoopla Fl

Robin investigated the new Hoopla Flex option in Hoopla, which provides one-copy/one-user titles for checkout through Hoopla. At this time, there is no API integration for Hoopla Flex, so we aren't yet able to integrate these collections into Aspen or Enterprise.

Testing assistance

Crystal assisted in testing the scripts for the new dialer system. She also tested the process flow for "pseudo libraries" that would make pickup locations for lockers and curbside possible.

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 Succesion Plan for ED.
January 2021 [TBD]	SWANcom	Board present draft budget to membership.
	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
Tuesday, February 2, 2021	Membership Meeting	Meeting to discuss FY21 budget, fees, and reserves worksheet.
Friday, February 19, 2021	Regular SWAN Board Meeting	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.
		Review Board Election Timetable.
		Yearly review of SWAN Bylaws; establish committee if needed.
Thursday, March 4, 2021	Quarterly	Roll call vote to approve SWAN budget. Announce Board election process.
Friday, March 19, 2021	Regular SWAN Board Meeting	Determine if Personnel Committee meeting is needed.
		Ratify budget

DATE	MEETING TYPE	ACTION ITEMS
March 2021 [TBD]	Personnel Committee [if needed]	SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.
Friday, April 23, 2021	Regular SWAN Board Meeting	Review and approve Board Self Evaluation Form; assign date for completion.
		Review proposed Bylaws changes (if any). Vote on recommendation to membership; send out SWANcom notification of amendment.
May 2021 [TBD]	SWANcom	Announce election info.
Friday, May 21, 2021	Regular SWAN Board Meeting	Review Board Self-Evaluation Results.
		Director Evaluation - Review document in preparation to complete for June. Assign deadline for completion.
Thursday, June 3, 2021	Quarterly	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 18, 2021	Regular SWAN Board Meeting	Review/Write Off Allowance for Doubtful Accounts
		RAILS provides FY23 consortial support grant applications to consortia.
		Director Evaluation - Provide results and discuss (Executive Session).
Wednesday, June 30, 2021		OCLC State-wide Group Services Agreement Ends

Library	Invoice Date	Invoice/Credit Description	Reason for write-off	Invoice Number	Total
Bloomington Public Library	5/31/2017	Bloomington PL RB Invoice	FY17	5593	38.00
Evanston Public Library	1/20/2020	Reciprocal Borrowing -January 2020 Billing	<= $15.00	7237	15.00
Grissom Middle School Library	4/13/2020	JJ RB Invoices for April 2020	<= $15.00	7405	7.95
Highland Park Public Library	4/13/2020	JJ RB Invoices for April 2020	<= $15.00	7410	4.50
Helen M. Plum Public Library	2/27/2019	Invoice # 6648 Correction	Prior to Oct 2018 when transactional detail is reported	6648	76.99
Homer Township Public Library	1/20/2020	Reciprocal Borrowing -January 2020 Billing	<= $15.00	7244	14.00
Loyola University of Chicago	1/23/2019	Reciprocal Borrowing Invoices-January 2019	Prior to Oct 2018 when transactional detail is reported	6605	17.00
Plainfield Public Library	1/23/2019	Reciprocal Borrowing Invoices-January 2019	<= $15.00	6616	11.75
Prairie View Middle School	10/18/2018	Reciprocal Borrowing-Oct 2018 Billing	<= $15.00	6466	19.00
Rockford Public Library	1/23/2019	Reciprocal Borrowing Invoices-January 2019	Prior to Oct 2018 when transactional detail is reported	6621	28.00
Wheaton Public Library	4/13/2020	JJ RB Invoices for April 2020	Total invoice $191.78, library submitted challenge to partial based on patron information	7433	141.84
Wilmette Public Library District	10/21/2019	Reciprocal Borrowing -October 2019	<= $15.00	7124	8.39
					382.42

SWAN Administrators' & Directors' Quarterly Meeting

June 3, 2021
10:00 a.m. – 12:00 p.m.
Online Meeting (details below)
Per Illinois Public Act 101-0640, this meeting will be held by remote attendance

Agenda

1. Call to Order and Welcome

2. Public Comment

3. Introduction of New Library Directors

4. Action Item – Approval of the March 4, 2021 Quarterly Meeting Minutes

5. Discussion Item – User Record Purge

6. Discussion Item— ARPA Funding

7. Information Item—Aspen Discovery

8. Announcements and Questions

9. Next meeting: September 2, 2021

Meeting Information

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

Please join my meeting from your computer, tablet or smartphone.
https://www.gotomeet.me/SWANBoard/swan-quarterly-meeting
You can also dial in using your phone.
United States: +1 (571) 317-3122
Access Code: 593-454-013