

# SWAN BOARD MEETING AGENDA

June 18, 2021 9:30 a.m.

Online Meeting

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

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

Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the June 18, 2021 SWAN Board Meeting Agenda (Exhibit pgs. 1-2)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JUNE 18, 2021 SWAN BOARD MEETING AGENDA AS PRESENTED

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

- a. Balance sheet and detail of expenditures for May 2021
- b. Approval of the payment of bills for May 1, 2021 through May 31, 2021 in the amount of \$45,945.99

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

5. Action Item – Acceptance of the May 21, 2021 SWAN Board Meeting Minutes (Exhibit pgs. 10-13)

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

6. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 14-18)
- c. Operations Report (Exhibit pgs. 19-37)
- d. Treasurer Report
- e. Board Calendar (Exhibit pgs. 38-39)

7. Discussion Item – Executive Director annual review

8. Discussion Item – American Rescue Plan Act Funding (Exhibit pgs. 40-43)

9. Discussion Item – SWAN Information Security Risk Assessment (Exhibit p. 44)

10. Adjournment

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

<b>SWAN Board Member</b>	<b>Library</b>	<b>Office</b>	<b>Term Expires</b>
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 May 31, 2021**

	<b>Balance End of Month</b>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 1,310,639.54
Hinsdale Bank - MM - 5010	1,412,145.52
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	\$ 2,722,827.92
 Current Assets	
Accounts Receivable	19,633.85
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	6,416.58
Spares Inventory	1,732.50
Total Current Assets	\$ 51,250.01
 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	\$ 2,798,879.46
<b>LIABILITIES</b>	
Current Liabilities	
Accrued Liabilities	\$ 19,909.99
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	135,372.00
Accrued Payroll	31,748.60
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	\$ 336,823.20
 Long Term Liabilities	
Total Liabilities	\$ 336,823.20
<b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	2,060,444.23
Total Beginning Net Assets	2,060,444.23
 Current YTD Net Income	401,612.03
Total Fund Balance	2,462,056.26
 Total Liabilities and Fund Balances	\$ 2,798,879.46

**Statement of Revenue and Expenses Summary**  
**For the 11 Months Ended May 31, 2021**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
<b>Revenue</b>					
4000 - Membership Fees	\$179,134.15	\$2,768,464.81	\$2,851,863.00	\$ 83,398.19	97.08%
4100 - Membership Reimbursements	26,039.74	416,660.64	435,394.00	18,733.36	95.70%
4200 - Reimbursement for Losses	2,372.34	39,649.73	900.00	(38,749.73)	4,405.53%
4300 - Grant Revenue	-	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	42.13	1,041.47	37,000.00	35,958.53	2.81%
4600 - Reserve Fund Transfer	-	30,637.00	62,379.00	31,742.00	49.11%
<b>Total Revenue</b>	<u>207,588.36</u>	<u>3,862,233.98</u>	<u>4,018,654.00</u>	<u>156,420.02</u>	<u>96.11%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	104,260.54	1,266,404.56	1,546,800.00	280,395.44	81.87%
5020 - Personnel Benefits	34,217.00	397,295.17	516,200.00	118,904.83	76.97%
5100 - Building & Grounds	10,672.51	124,083.80	123,304.00	(779.80)	100.63%
5200 - Professional Development	100.00	12,965.53	24,800.00	11,834.47	52.28%
5300 - Membership Development	-	3,122.24	9,400.00	6,277.76	33.22%
5400 - Information & Technology Services	9,939.28	1,026,240.77	1,133,700.00	107,459.23	90.52%
5500 - General Office	25.99	1,603.85	5,300.00	3,696.15	30.26%
5600 - Hardware & Equipment	208.65	41,613.04	81,700.00	40,086.96	50.93%
5700 - Insurance	778.33	8,611.95	9,200.00	588.05	93.61%
5800 - Contractual Services	5,184.16	106,489.65	139,210.00	32,720.35	76.50%
5900 - Library Materials & Content	-	467,760.33	425,000.00	(42,760.33)	110.06%
6000 - Interest & Fees	436.45	4,431.06	4,040.00	(391.06)	109.68%
<b>Total Expenses</b>	<u>165,822.91</u>	<u>3,460,621.95</u>	<u>4,018,654.00</u>	<u>558,032.05</u>	<u>86.11%</u>
<b>Excess Revenues less Expenses</b>	<u>\$ 41,765.45</u>	<u>\$ 401,612.03</u>	<u>\$ 0.00</u>	<u>\$ (401,612.03)</u>	

## Statement of Revenue and Expenses For the 11 Months Ended May 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 179,134.15	\$ 2,765,433.81	\$ 2,851,863.00	\$ 86,429.19	96.97%
4011 - SWAN Internet Access Membership Fees	0.00	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	26,039.74	416,145.14	421,394.00	5,248.86	98.75%
4220 - Reimbursement Losses for Resource Sharing	2,372.34	39,649.73	0.00	(39,649.73)	0.00%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	0.00	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	42.13	1,041.47	37,000.00	35,958.53	2.81%
4600 - Reserve Fund Transfer	0.00	30,637.00	62,379.00	31,742.00	49.11%
<b>Total Revenue</b>	<b>207,588.36</b>	<b>3,862,233.98</b>	<b>4,018,654.00</b>	<b>156,420.02</b>	<b>96.11%</b>
<b>Expenses</b>					
5000 - Salaries & Wages	104,260.54	1,266,404.56	1,546,800.00	280,395.44	81.87%
5021 - FICA Expense	7,560.10	81,593.90	118,400.00	36,806.10	68.91%
5022 - State Unemployment Insurance	0.00	8,930.00	0.00	(8,930.00)	0.00%
5023 - Worker's Compensation	298.92	3,684.59	3,000.00	(684.59)	122.82%
5024 - Retirement Benefits	10,057.10	111,360.65	140,900.00	29,539.35	79.04%
5025 - Health, Dental, Life And Disability Insurance	16,300.88	191,467.08	246,300.00	54,832.92	77.74%
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	111,476.74	105,904.00	(5,572.74)	105.26%
5120 - Utilities	327.75	6,788.84	6,400.00	(388.84)	106.08%
5130 - Property Insurance	138.75	1,501.22	1,500.00	(1.22)	100.08%
5140 - Repairs & Maintenance	776.00	1,457.00	1,300.00	(157.00)	112.08%
5150 - Custodial Service & Supplies	0.00	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	0.00	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	100.00	6,757.00	5,400.00	(1,357.00)	125.13%
5240 - Professional Association Membership Dues	0.00	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	0.00	0.00	2,500.00	2,500.00	0.00%
5410 - Infrastructure Licensing	3,815.92	45,959.73	42,000.00	(3,959.73)	109.43%
5420 - Application Software Licensing	288.05	20,435.64	18,400.00	(2,035.64)	111.06%
5430 - Server Software Licensing	0.00	1,958.44	13,900.00	11,941.56	14.09%
5440 - Library Services Platform	0.00	838,882.60	927,200.00	88,317.40	90.47%
5450 - Data Management Services	315.66	16,636.00	27,500.00	10,864.00	60.49%
5460 - Information Subscription Service	1,465.91	72,063.00	74,600.00	2,537.00	96.60%
5470 - Subscription Support Services	1,893.30	8,022.32	10,100.00	2,077.68	79.43%
5480 - Telecommunications	2,160.44	20,698.89	19,400.00	(1,298.89)	106.70%
5490 - Group Purchases - Services	0.00	1,584.15	600.00	(984.15)	264.03%
5510 - Office Supplies	25.99	1,134.41	4,000.00	2,865.59	28.36%
5520 - Postage	0.00	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	208.65	2,642.75	3,700.00	1,057.25	71.43%
5620 - Hardware	0.00	37,533.28	63,200.00	25,666.72	59.39%

**Statement of Revenue and Expenses  
For the 11 Months Ended May 31, 2021**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
5690 - Group Purchases - Hardware	0.00	1,437.01	14,800.00	13,362.99	9.71%
5700 - Insurance	778.33	8,611.95	9,200.00	588.05	93.61%
5810 - Legal	0.00	1,338.00	5,000.00	3,662.00	26.76%
5820 - Accounting	1,005.00	22,704.25	20,610.00	(2,094.25)	110.16%
5830 - Consulting	86.67	1,203.37	5,000.00	3,796.63	24.07%
5840 - Payroll Service Fees	286.56	3,175.81	3,900.00	724.19	81.43%
5850 - Contractual Agreements	0.00	56,022.33	56,500.00	477.67	99.15%
5860 - Notification & Collection	3,805.93	21,795.89	35,300.00	13,504.11	61.74%
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	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	435.42	4,386.98	3,700.00	(686.98)	118.57%
6020 - Merchant Account Fees	1.03	44.08	40.00	(4.08)	110.20%
6099 - Annual Conference Merchant Fees	0.00	0.00	300.00	300.00	0.00%
<b>Total Expenses</b>	<u>165,822.91</u>	<u>3,460,621.95</u>	<u>4,018,654.00</u>	<u>558,032.05</u>	<u>86.11%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ 41,765.45</u>	 <u>\$ 401,612.03</u>	 <u>\$ 0.00</u>	 <u>\$ (401,612.03)</u>	

## SWAN Library Services

### Check Register

All Bank Accounts

May 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
ICMA Retirement Corporation				8339	05/13/21	<u>250.00</u>
5024	Retirement Benefits	ICMA Qrtly Fee 4/1-6/30	250.00			
Lauterbach & Amen, LLP				8340	05/13/21	<u>1,005.00</u>
5820	Accounting	Lauterbach & Amen, LLP - Acctg. services April Inv. # 55466	1,005.00			
LIMRiCC				8341	05/13/21	<u>20,914.70</u>
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - May 2021	20,914.70			
Marcive, Inc.				8342	05/13/21	<u>315.66</u>
5450	Data Management Services	Marcive In. # 393121 Month end 4/30	315.66			
Unique Integrated Communications, Inc.				8343	05/13/21	<u>3,805.93</u>
5860	Notification & Collection	UMS - Curbside April - Inv. #601145	960.00			
5860	Notification & Collection	UMS - Curbside - March - Inv. # 600343	1,040.00			
5860	Notification & Collection	UMS - Notice printing - March - IInv. # 600399	255.83			
5860	Notification & Collection	UMS - Notice printing - April- IInv. # 601222	200.10			
5860	Notification & Collection	UMS - MessageBee.Implementation Fee - Inv. #601977	1,350.00			
Wellness Insurance Network-WIN				8344	05/13/21	<u>171.00</u>
5025	Health, Dental, Life And Disability Insurance	WIN - Life Ins. May	171.00			
Comcast				8345	05/18/21	<u>1,260.00</u>
5480	Telecommunications	Comcast 5/15-6/14 Inv. # 89600	1,260.00			
Nicor Gas				8346	05/18/21	<u>59.52</u>
5120	Utilities	Nicor Gas 4/15-5/14	59.52			
Reliance Standard Life Insurance Co.				8347	05/18/21	<u>878.66</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. LTD, STD June	878.66			

## SWAN Library Services

### Check Register

All Bank Accounts

May 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
ComEd				8348	05/19/21	<u>268.23</u>
5120	Utilities	ComEd 4/19-5/18 Acct #7347559092	268.23			
Riverdale Public Library District				8349	05/20/21	<u>46.55</u>
4010	SWAN Full Membership Fees	RDS - overpaid inv. # 8074 FY21 1st qtr - reimburse	46.55			
University Park Public Library District				8350	05/20/21	<u>231.16</u>
4220	Reimbursement Losses for Resource Sharing	PSS - paid invoice #8509 twice - reimburse for overpayment	231.16			
T.A. Systems Inc.				50077	05/28/21	<u>776.00</u>
5140	Repairs & Maintenance	T.A. Systems Inc. - QR Cleaning - April includes carpet, chairs	776.00			
Quail Ridge Drive Investors, LLC				50081	05/28/21	<u>9,430.01</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - QR Rent - June	9,430.01			
Genesis Technologies, Inc.				50082	05/19/21	<u>128.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. Copier	128.35			
First Bankcard				50083	05/18/21	<u>6,405.22</u>
5230	Staff Professional Development	First Bankcard - COSUGI Conference - Scott Brandwein	100.00			
5410	Infrastructure Licensing	First Bankcard - microsoft standard support	100.00			
5410	Infrastructure Licensing	First Bankcard - microsoft azure reservation test	4.41			
5410	Infrastructure Licensing	First Bankcard - microsoft azure reservation test	-4.41			
5410	Infrastructure Licensing	First Bankcard - microsoft azure reservation	53.25			
5410	Infrastructure Licensing	First Bankcard - microsoft azure reservation	22.50			
5410	Infrastructure Licensing	First Bankcard - microsoft azure reservation	168.83			
5410	Infrastructure Licensing	First Bankcard - microsoft azure reservation test	4.41			
5410	Infrastructure Licensing	First Bankcard - microsoft premium	18.00			
5410	Infrastructure Licensing	First Bankcard - microsoft basic	24.00			
5410	Infrastructure Licensing	First Bankcard - microsoft pf sense	193.42			



# SWAN Library Services

## Check Register

All Bank Accounts

May 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5410	Infrastructure Licensing	First Bankcard - microsoft pay as you go	3,231.51			
5420	Application Software Licensing	First Bankcard - Mailchimp Monthly fee -	38.24			
5470	Subscription Support Services	First Bankcard - Uline office supplies	79.13			
5470	Subscription Support Services	First Bankcard - LOGMEIN - gotowebinar	103.63			
5470	Subscription Support Services	First Bankcard - LastPass	1,407.60			
5470	Subscription Support Services	First Bankcard - SENDGRID	302.94			
5480	Telecommunications	First Bankcard - Grasshopper LOGMEIN	48.45			
5480	Telecommunications	First Bankcard - microsoft Skype	288.00			
5480	Telecommunications	First Bankcard - LOGMEIN rescue assist	113.99			
5510	Office Supplies	First Bankcard - amazon - purchase headset	25.99			
5610	Equipment Rental/Maintenance	First Bankcard - Genesis Monthly fee copies	80.30			
6020	Merchant Account Fees	First Bankcard - propay SWAN library - no receipt	1.03			
<b>Check List Total</b>						<u>45,945.99</u>

# SWAN Board Meeting Minutes

**May 21, 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 9:35 a.m. The following Board members were present to establish a quorum.

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

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

Laura Van Cleve – Director, Richton Park Public Library

## **3. Action Item**

Acceptance of the May 21, 2021, SWAN Board Meeting Agenda

Milavec moved, seconded by Wittmann that it be

RESOLVED, THAT THE SWAN BOARD APPROVED THE MAY 21, 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: Dawn Bussey

## **4. Action Item**

Approval of the SWAN Financials, April 2021

Milavec moved, seconded by Wittmann that it be

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

Motion carried by roll call vote with the following results:

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

Absent: Dawn Bussey

Q & A: Why do we do the accounting on a Cash Basis vs. Accrual

Accrual for audit, but Cash for accounting

SWAN feels that is the way our accounting service (Lauterbach & Amen) has decided it would be the best way.

**5. Action Item**

Acceptance of the April 23, 2021 Board Meeting Minutes

Milavec moved, seconded by Wittmann that it be

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

Motion carried by roll call vote with the following results:

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

Absent: Dawn Bussey

**6. Action Item**

Write-off Allowance for Doubtful Accounts Balance

Milavec moved, seconded by Wittmann that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE WRITE-OFF ALLOWANCE FOR DOUBTFUL ACCOUNTS BALANCE

Motion carried by roll call vote with the following results:

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

Absent: Dawn Bussey

**Reports**

a. **Board President Report**

Bodewes reviewed the procedure for Skog's performance evaluation.

Bodewes wanted to get the Boards thoughts on virtual vs. in person Board meetings going forward.

b. Executive Director Report

Skog discussed the September 1 return of SWAN staff to Quail Ridge. Skog gave an update on the SWAN Board election. The board action to write-off unpaid invoices is usually processed in June, but we would like to take care of this in May to be ready for year end. We are waiting to hear back from ProPay to integrate online payments within the Aspen Discovery pilot. Once this major integration is completed, we will be able to move forward with allowing libraries to sign-up to switch to Aspen Discovery. This next year for SWAN will be an important one for the major library services platform we manager. We are going into year 7 with SirsiDynix and we want the momentum on BLUEcloud Staff software development to have a targeted functionality so our libraries can begin using the new staff interface.

c. Operations Report

Tortorella reported the following:

The monthly Fireside Chat will begin again next week. We had a quick turn around on the Symphony ILS “Pseudo Libraries” and will detail the use of this as a feature for member libraries.

Within the Operations Report, you can see the monthly statistics are stable on all metrics. We are seeing the impact of Aspen in placing “holds” through our SirsiDynix Web Services, so there is an uptick in that method of how Aspen connects back to Symphony. There has been a small drop of “HOLDS” in April and transits of material between libraries overall is very strong and steady.

Scott Brandwein has been working a lot with his advisory teams and he has a new working group for diversity, equity and inclusion within SWAN’s metadata. The data cleanup of serial records in SWAN is going well. Scott and Rudy Host presented at the annual COSUGI conference with a lot of great feedback.

We have seen a small drop of support tickets in April. Next week we are migrating the SirsiDynix voice automation (SVA) and will be using Unique Management for our phone notification. This is the final major server that we can decommission in the RAILS data center.

The SOPPA requirements are underway between SWAN and the Bensenville School District.

All EBSCO subscription orders have been submitted and should be an easy change. Robin Hofstetter is working with RAILS and ELSUM members to create a VPAT to ensure online accessibility for library software providers.

d. Treasurer’s Report

None

e. Board Calendar

One remaining item

7. Write-off Allowance for Doubtful Account Balances

Milavec moved, seconded by Wittmann that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE WRITE-OFF ALLOWANCE FOR DOUBTFUL ACCOUNTS

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

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

Tortorella gave an overview. A discussion on how to approach this at Quarterly. A panel discussion was recommended.

**9. Discussion Item – June 3, 2021, Quarterly meeting agenda.**

Be sure an introduction of newly appointed Board members are on the meeting agenda. A suggest poll for mask wearing policies at the libraries will be added to May 25<sup>th</sup> Fireside Chat .

**10. Bodewes adjourned the meeting at 10:59 a.m.**

Minutes Prepared by Ginny Blake

Respectfully Submitted,

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Julie Milavec

Board Secretary

# SWAN Executive Director Report

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*June 18, 2021*

## Update on Activities

### **Strategic Plan**

I am planning to give the board and membership a strategic plan update at the December 2, 2021 SWAN Quarterly meeting. We decided to skip the update in December 2020 due to the pandemic. The [December 2019 Quarterly packet](#) includes a detailed report on the plan and what has been accomplished.

### **Evergreen International Conference 2021**

Dawne Tortorella and I attended the annual Evergreen International Conference last month to keep abreast of the library software landscape. This would be the third Evergreen Conference I have attended. I attended the first two in person (2009 and 2012), with this one being held virtually.

One observation made at the second conference I attended back in 2012, was that there were many new library consortia formed and running on Evergreen. Those groups tended to share more about “figuring things out” while some of the library consortium that had been around 30 years self-described themselves as “mature consortium” which have established operating procedures on how to catalog as a group, how to govern, what committees were needed, and how to fund everything.

Overall, I think if SWAN moved to Evergreen ILS, our libraries would be frustrated and bewildered by this conference and the community surrounding it. That is not to say anything bad about the talented individuals working on Evergreen, it is just that it is such a different community from our SWAN library community. While the Evergreen community seemed cohesive and collaborative in efforts and sharing, a clear road map of priorities was hard to identify. Features are introduced and added based on individual library, consortium, advocate interests. There was wide disparity amongst participants on release they were using, and it seemed new bugs were easily introduced with new releases. Dawne and I made a fairly substantive list of issues that would impact SWAN should Evergreen ILS were to be considered in our organization’s future.

### **ILA PPC**

I continue to attend the ILA Public Policy Committee meetings virtually as a guest. My ability to attend these meetings might become more difficult depending on the decision within ILA on remote attendance. SWAN was complemented by Diane Foote for its proactive ARPA funding discussions.

## OCLC Global Council

I submitted my self-nomination to go on the ballot for a seat on the [Global Council for OCLC](#).

## Board Considerations

### Reserve Fund Transfer

Our revenue budget line #4600 Reserve Fund Transfer reflects revenue allocated from SWAN's cash reserves to offset a planned deficit budget. We have received joining fee revenue from the three new libraries and assigned it to this line, which was not included in the approved budget. I recommend we simply leave the line as-is.

### Information Security Risk Assessment & Analysis

I have included a memo to the SWAN Board regarding possible information security consulting expense for the upcoming fiscal year 2022 budget.

### American Rescue Plan Act Funding: ARPA

The packet for the board meeting includes a written summary of the ARPA brainstorming that took place with library directors and staff the week of June 6<sup>th</sup>. I look forward to discussion on the themes which emerged from those meetings and possible ideas for funding. Please share with me your candid thoughts on what role you think SWAN should play in the grants and how to share what we learned to-date.

## Monthly Financial Report

### Balance Sheet

The Fund Balance Unrestricted line remains at \$2,060,444.23 which is 6.2 months operations in SWAN's cash reserves. The Reserve Cash Policy for SWAN requires monitoring the balance and if it is projected to be more 50% to bring a recommendation to the membership at the June Quarterly meeting.

### Revenue & Expense Report

This month would be 92% 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 May reflects the revenue from the fourth quarter invoicing for membership fees and the quarterly payment from RAILS as part of the LLSAP funding. We are on target to be under the approved FY21 budget.

SWAN FY21	Ending May 2021
Total Revenue	\$3,862,233.98
Total Expenses	\$3,460,621.95
Revenue Over / (Under) Expenses	<b>\$401,612.03</b>

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 96.97% for this line.

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.

### **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 which will be reflected in the June FY21 financial report. EBSCO and OCLC expenses renew July 1<sup>st</sup>.

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.

5990 Group Purchases Content: the EBSCO database year-1 subscription group-purchase at \$420,000 is reflected in this line, along with some PPE expenses that were part of the program.

6010 Bank Fees: expenses include services for lock box deposits and positive pay.

# Operations Report: June 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 (May 18<sup>th</sup> – June 14<sup>th</sup>) 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
5/18/2021	Fine Free Consultation (Elmwood Park)	Vickie, Michael	IT	Consultation
5/18/2021	Training: BLUEcloud Analytics for Directors (Collection Analysis)	Dawne	Admin	Training
5/19/2021	Office Hours: Academic & Special Library Consultation (no attendees)	Scot, Sam, Claudia, Robin, Vickie, Michael, Dawne	Admin, Bib Srvs, IT, UX	Consultation
5/19/2021	Fine Free Consultation (Messenger)	Vickie, Michael	IT	Consultation
5/20/2021	Fine Free Consultation (Prairie Trails)	Vickie, Michael	IT	Consultation
5/21/2021	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
5/25/2021	SWAN Fireside Chat #26	Aaron, Dawne, Steven	Admin, IT	Member meeting
5/27/2021	ILL Boot Camp (Borrowing)	Helen, Dawne, Vickie	Admin, IT	Training
5/27/2021	Diversity, Equity, and Inclusion Task Force	Scott, Bib Srvs	Bib Srvs	Member meeting
5/27/2021	Cataloging Users (planning w/ Co-chairs)	Claudia	Bib Srvs	Member meeting
5/27/2021	Discovery and User Experience Advisory	Tara, Robin, Crystal, Scott	UX, Bib Srvs	Member meeting
5/28/2021	KitKeeper Pilot (Geneva, Downers Grove, Glen Ellyn, St. Charles)	Helen, Dawne	Admin	Research & Development
6/1/2021	Training: BLUEcloud Analytics for Directors (Circulation)	Dawne	Admin	Training
6/2/2021	ILL Users Group	Helen, Dawne, Vickie	Admin, IT	Member meeting
6/2/2021	Aspen Office Hours	Tara, Robin, Crystal, Scott	UX, Bib Srvs	Research & Development
6/2/2021	BLUEcloud Office Hours	Dawne, Michael	Admin, IT	Consultation

Date	Event Name	Attendees	Teams Represented	Topic
6/3/2021	Cataloging Users	Claudia, Bib Srvs team	Bib Srvs	Member meeting
6/3/2021	SWAN Quarterly Meeting	Aaron, Dawne, Steven	Admin, IT	Governance
6/3/2021	Fine Free Consultation (Matteson)	Vickie, Michael	IT	Consultation
6/4/2021	IPLAR Consultation (Thornton)	Dawne	Admin	Consultation
6/4/2021	Fine Free Consultation (Franklin Park)	Vickie, Michael	IT	Consultation
6/4/2021	Diversity, Equity, and Inclusion Task Force	Scott, Bib Srvs	Bib Srvs	Member meeting
6/7/2021	Directors' Meeting - Kane (ARPA)	Aaron, Dawne	Admin	Member meeting
6/7/2021	Directors' Meeting - DuPage (ARPA)	Aaron, Dawne	Admin	Member meeting
6/8/2021	Office Hours: Circulation & ILL	Dawne, Helen, Vickie, Sam, Crystal	Admin, IT, Bib Srvs, UX	Consultation
6/8/2021	Training: Pre-Cats (Prairie State)	Claudia, Angela	Bib Srvs	Training
6/9/2021	SonicWall Upgrade (Riverdale)	Rudy, Steven	IT	Consultation
6/9/2021	Office Hours: Cataloging	Scott, Claudia, Sam, Diane, Angela, Sue	Bib Srvs	Consultation
6/9/2021	Fine Free Consultation (Geneva)	Vickie, Michael	IT	Consultation
6/9/2021	Fine Free Consultation (Messenger)	Vickie, Michael	IT	Consultation
6/9/2021	Directors' Meeting - Cook - S (ARPA)	Aaron, Dawne	Admin	Member meeting
6/9/2021	Directors' Meeting - Cook - N (ARPA)	Aaron, Dawne	Admin	Member meeting
6/10/2021	Acquisitions Users	Sam, Vickie, Bib Srvs	Bib Srvs, IT	Member meeting
6/10/2021	Directors' Meeting - Will (ARPA)	Aaron, Dawne	Admin	Member meeting
6/10/2021	Fine Free Consultation (North Riverside)	Vickie, Michael	IT	Consultation
6/11/2021	Directors Office Hour	Aaron	Admin	Consultation
6/14/2021	Aspen Office Hours	Tara, Scott, Sam, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development

## Research & Development, Vendor Engagement

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

Date	Event Name	Attendees	Teams Represented	Topic
Tuesdays: 5/18 - 6/8	ByWater - Aspen weekly pilot check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Research & Development
5/21/2021	SirsiDynix - SOPPA	Aaron	Admin	Governance
5/24/2021	Sure Sailing	SWAN staff from all areas	Bib Srvs, IT, UX, Admin	Support
5/25- 5/27/2021	Evergreen Conference	Aaron, Dawne	Admin	Research & Development
6/9/2021	Webinar: Dismantling Racism in Collaborative Collections (ALA)	Scott, Diversity Task Force	Bib Srvs	Collaboration
6/10/2021	SirsiDynix - Authentication Services	Aaron, Dawne, Robin, Tara, Steven	Admin, IT, UX	Research & Development
6/10/2021	Aspen Users Gathering	Tara, Steven, Scott, +others	UX, IT, Bib Srvs	Collaboration

## SWAN Assistant Director (Dawne Tortorella)

### Annual Patron Record Purge, National Change of Address

At the June Quarterly meeting, details on moving forward with the patron record purge was shared, including starting with a 10 year inactivity threshold. In addition, updating of last activity date for all barcode authenticated through open Athens in the past year will be verified for accurate reporting of activity.

Feedback from members is critical in making adjustments to the process. The following table illustrates what we heard from members and how criteria will be adjusted for selection of records to remove.

Concern	Adjustment
Last Activity Date (LAD) is before Expiration Date	Update LAD to “today” to reset prior to removal criteria review
OpenAthens and other services do not appear to be setting Last Activity Date consistently	Use Athens 1-year archive of barcodes to capture active barcodes in past year; update LAD to “today” to reset prior to removal criteria review
Bill removal criteria	Consider opt-out for libraries Ability for library to archive records for pursuance Discussion of \$100 vs \$200 threshold for > 10+yrs
Last Activity of 3 yrs seems aggressive given lost year or more due to pandemic	Start with 10+ year removal Work toward 5+ year removal by 1/1/2023
Edit of user address information does not update Last Activity Date	Symphony 3.7.1 settings can make this possible

### Pseudo Libraries

SirsiDynix has completed set up of the pseudo libraries for drive-up window and locker locations. Final configuration is underway with an expected go live for those libraries ready the week of June 21<sup>st</sup>. We have communicated with RAILS on identification and routing for these codes. They will follow the 3-letter agency code of the main library for delivery of items marked with the pseudo library code.

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

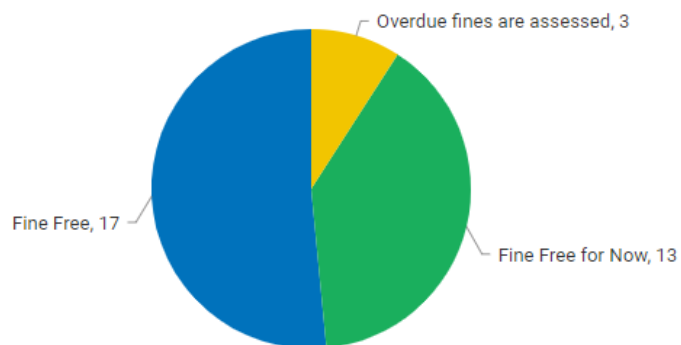
We are making progress moving back to permanent circulation rules. Consultation with libraries interested in going fine free has been ongoing. The return to pre-pandemic system configuration continues to be targeted for September 1, 2021. Some of the decision timelines include:

- Return to pre-pandemic notice wording (completed)
- Return to pre-pandemic grace periods (completed)
- 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

Results were received from 33 libraries to the questionnaire in the news post: [Seeking Member Input: Fine Free, Collections, Processing Fees.](#)

Responses came largely from libraries that are either fine free or currently fine free during the pandemic.

What is your current circulation policy?



33 responses in 33 results

As determined through our one-on-one consultations with libraries, there remains a desire for various models of determining when to block patrons with overdue items. More libraries would prefer to block at a later time threshold (21 days or at billing vs 14 days).

**Fine Free Libraries: Which of the following blocking conditions does your library prefer?**

Result	Responses	Percentage
Block at 14 days if any item overdue	5	16.6%
Block at 21 days if any item overdue (COVID change)	9	30.0%
Block based on number of items overdue (patron profile)	4	13.3%
Block once total amount owed in bills reaches billing threshold	11	36.6%

29 responses in 30 results

The survey results also showed that more libraries would prefer the default processing fee of \$0, than remain with a \$5 processing fee when the default is changed on July 1<sup>st</sup>.

**The SWAN default processing fee will go from \$5 to \$0 on July 1, 2021. Does your library wish to continue to charge a processing fee for assumed lost or damaged items?**

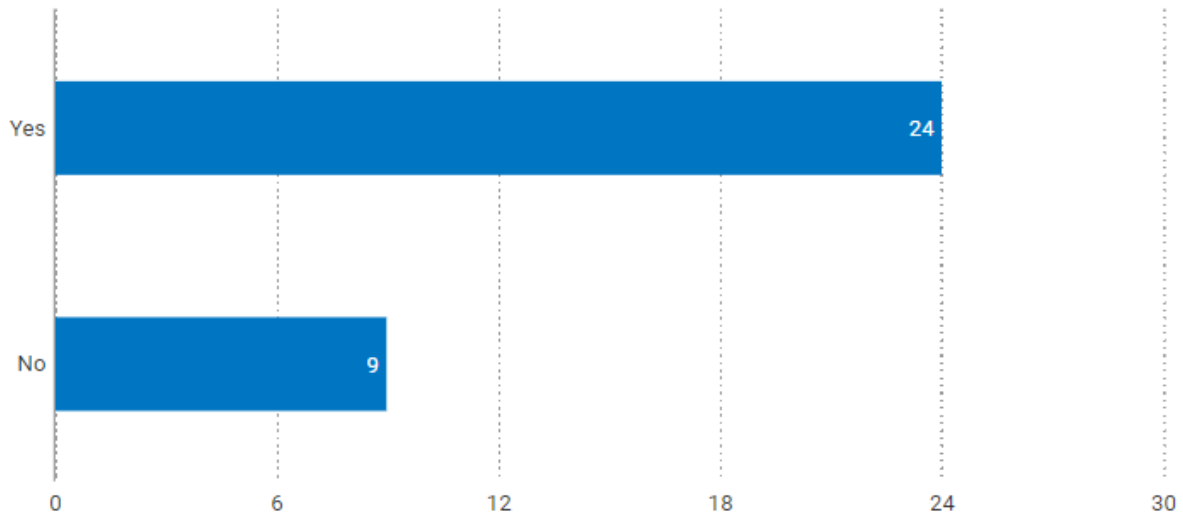
Result	Responses	Percentage
Yes	10	30.3%
No	23	69.6%

33 responses in 33 results

The survey also asked if libraries continued to use a collection service to assist in recovery, and if going fine-free impacted their continuation of the service.



**Do you use a collection agency to assist in recovery?**



33 responses in 33 results

**Fine Free Libraries: Did the library's decision to go fine free change your use of a collection agency to assist in recovery?**

Result	Responses	Percentage
Yes, when going Fine Free, we also dropped collections	4	13.3%
No, when going Fine Free, we continued to use collections	14	46.6%
No, we did not use collections before or after going Fine Free	8	26.6%

26 responses in 30 results

These responses help us review and develop policies that will match what members need. We will continue to ask these questions prior to our September 1<sup>st</sup> goal of re-establishing permanent policy settings based on library needs.

**Resource Sharing**

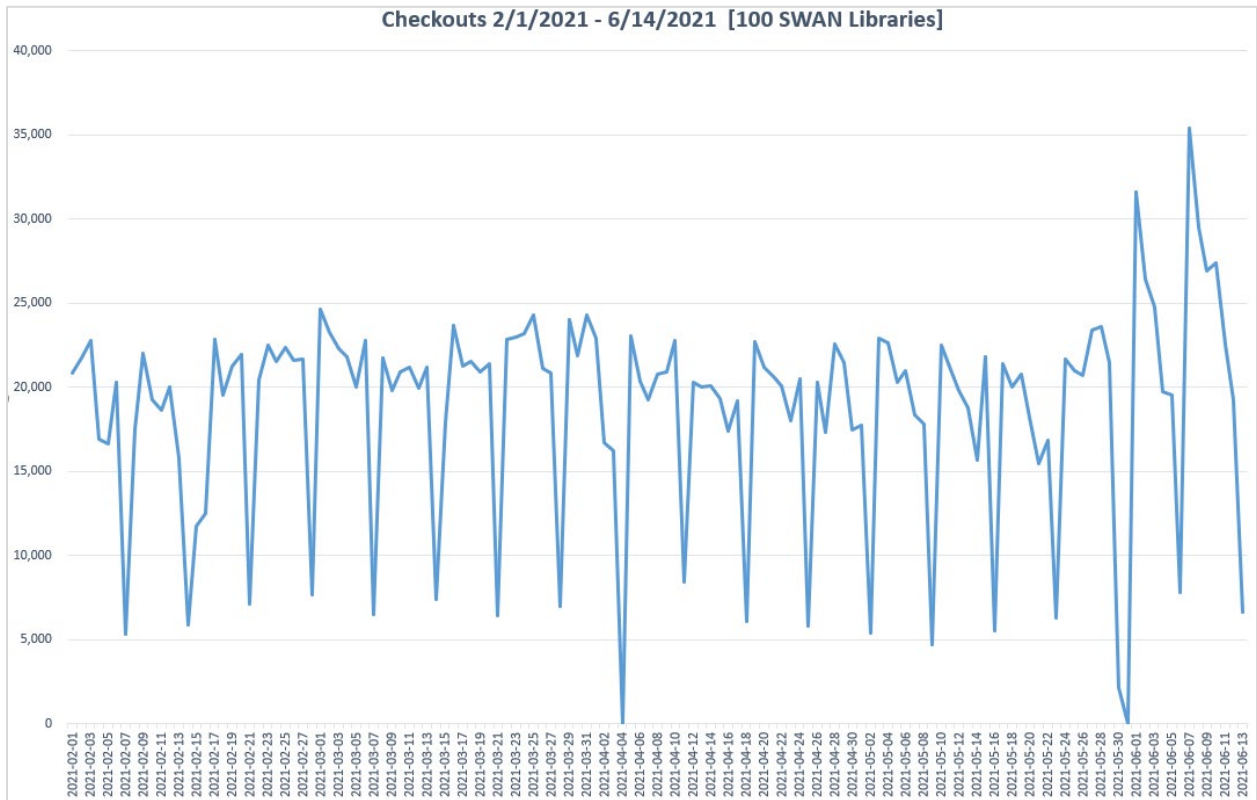
Helen Pinder’s ILL Book Camp continues to draw interest. Helen completed the second of four workshops, focusing on ILL Borrowing. Based on interest and the complexity and wide range of services available to SWAN members through our OCLC membership, additional targeted topics will be

developed. These include WorldCat Discovery configuration, updating constant data and policies, and searching/acquiring electronic articles and resources.

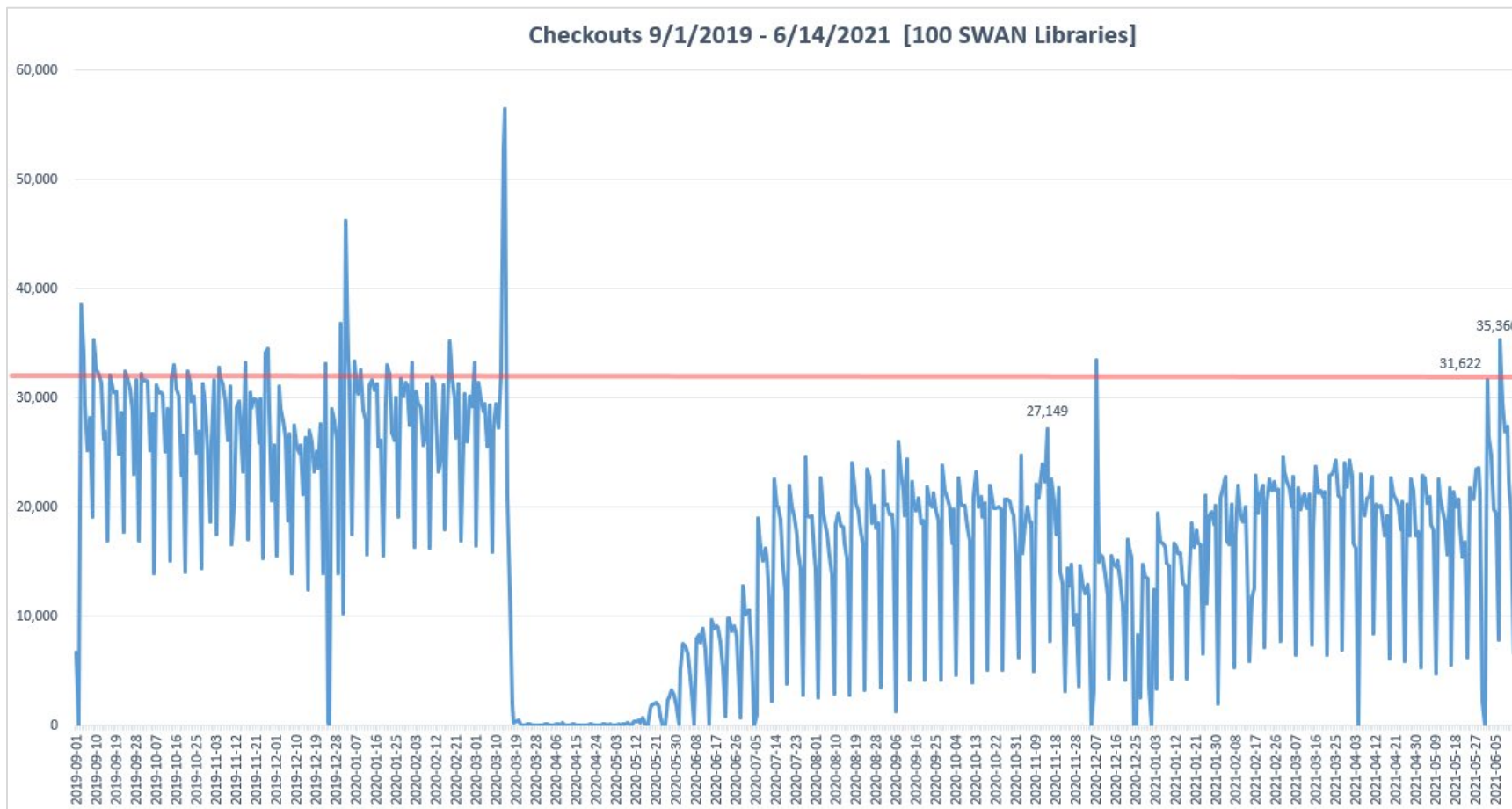
### *A look at the numbers*

#### Circulation

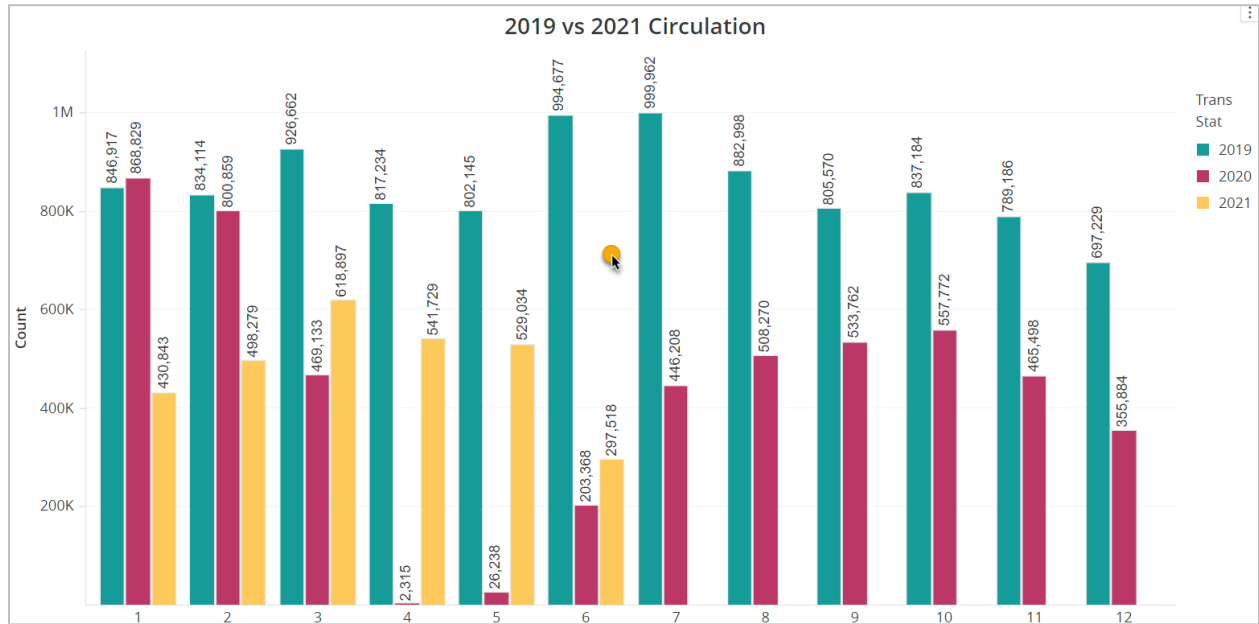
The June spikes in circulation correspond to continued re-opening and return to pre-pandemic in-library visits. It also marks the end of some school terms and launch of summer reading programs.



June circulation, especially on Tuesday, June 1 (31,622) and Monday, June 7 (35,360), shows activity in line with pre-pandemic levels in the Fall of 2019.



Comparison of circulation from January, 2019 – mid-June, 2021 shows the month-to-month patterns of circulation over the pre-pandemic, pandemic, and current year. The marker in June, 2021 shows estimated monthly circulation based on first 2 weeks activity, anticipated to be the highest since March, 2020.

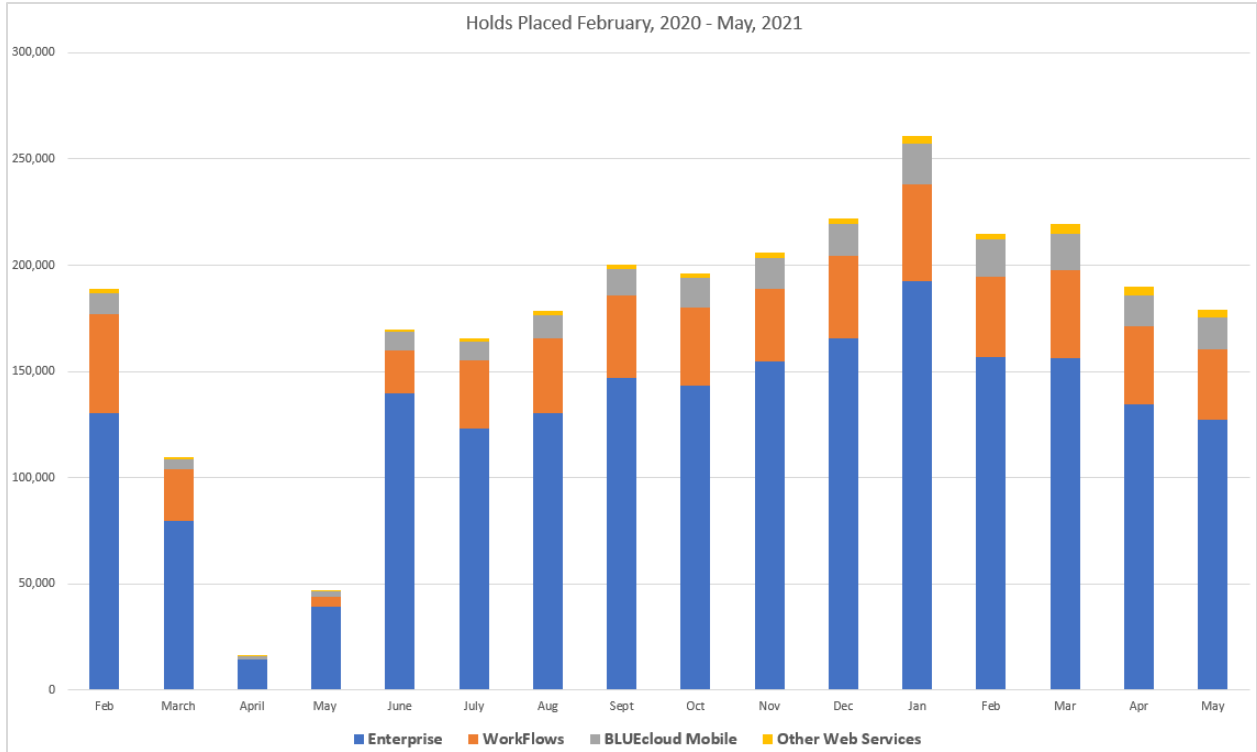


### Hold

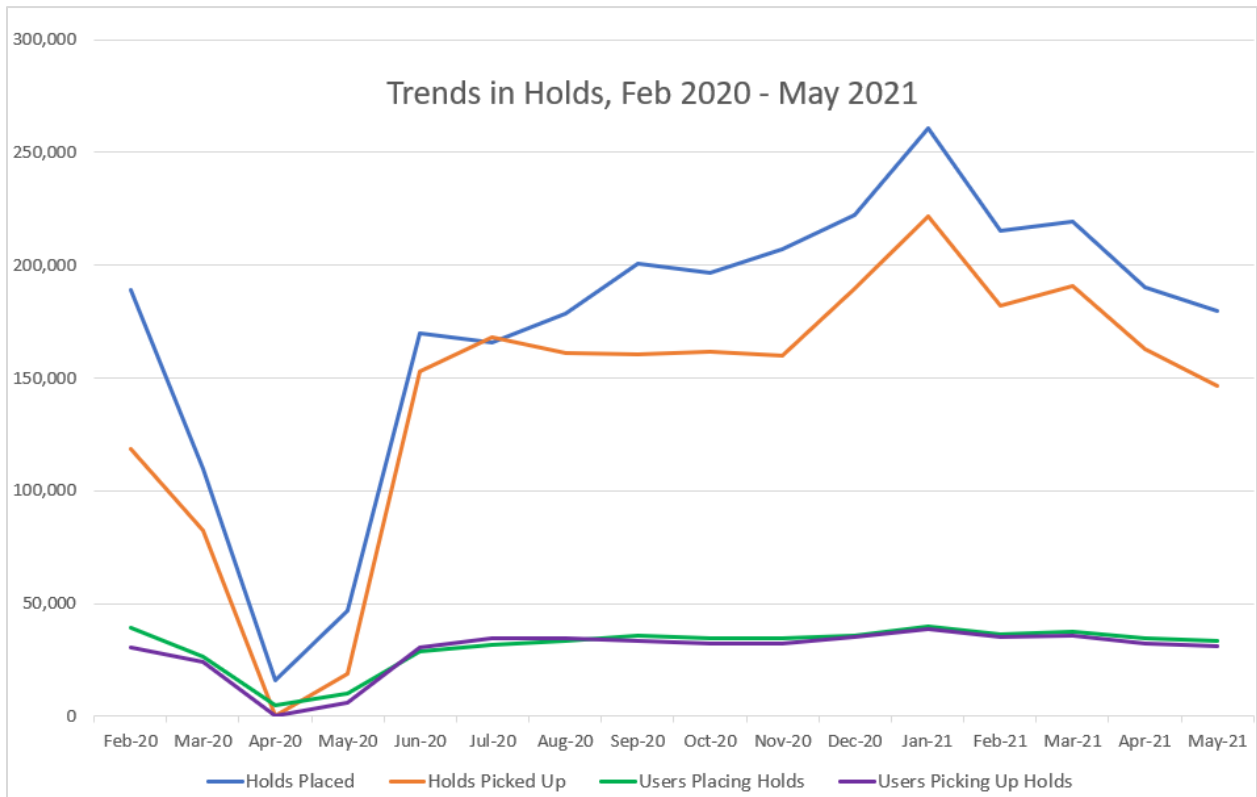
While patron-initiated holds remain steady at 81% of total holds placed, a decline in the number of holds placed continues. This trend was anticipated as libraries reopen and patrons are comfortable visiting libraries to select material.

Hold Client	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	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	127,413	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	33,224	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	14,939	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	3,578	32,798
Unknown	246	146	22	11	143	114	121	259	451	931	307	0	30	16	23	166	2,820
Bookmyne	317	95	11	18	41	167	129	185	212	97	88	93	73	59	77	107	1,662
SIP2	27	31	0	0	0	9	18	12	18	2	0	1	6	2	3	0	129
BLUEcloud Circ	14	20	0	0	12	3	21	1	2	5	2	6	1	2	0	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	179,427	2,588,956
% Placed by Patron	75%	78%	98%	90%	88%	81%	80%	81%	81%	84%	83%	83%	82%	81%	81%	81%	82%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	8%	8%	9%	8%	9%	9%	10%	10%	10%	8%

Total number of holds placed monthly pre-pandemic (Feb, 2020 – 189,297) is comparable to the volume placed in May, 2021 (179,427). Hopefully, this indicates a return to patron behavior where in-library selection of material reduces the increases we saw in holds when curbside was the primary fulfillment options for library patrons.



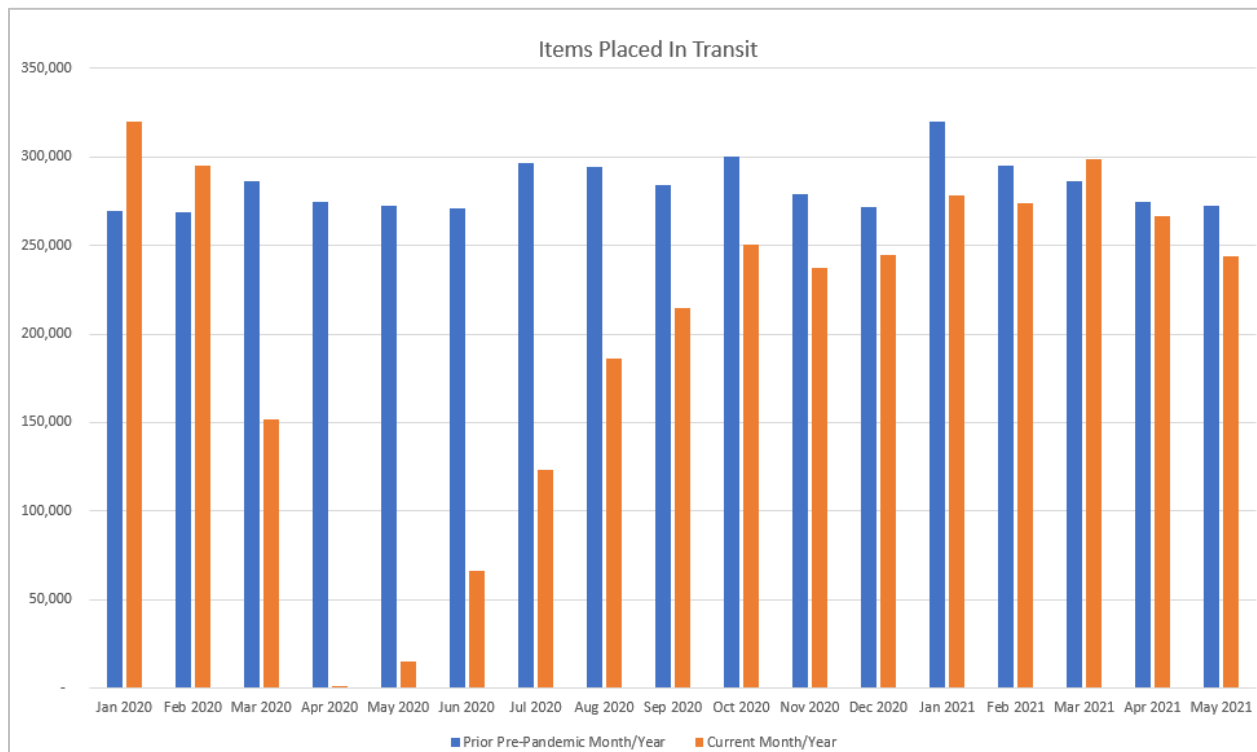
The decline in holds placed is consistent across all measures: holds placed, holds picked-up, users placing holds, and users picking up holds. This is a good sign!



## Transits – Resource Sharing

Items put in transit to support resource sharing again in May. This further supports the increased circulation and demand for materials met through in-library visits, reducing somewhat the reliance on holds and subsequently, transits.

	Prior Pre-Pandemic Month/Year	Current Month/Year	% 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%
May 2021	272,468	244,105	-10%
	4,817,350	3,468,738	-28%



## SWAN Bibliographic Services (Scott Brandwein)

### User Groups

Cataloging Users met Thursday, June 3<sup>rd</sup>. The featured topic was cataloging of graphic novels and some examples and proposed standards SWAN is putting in place to make these records more consistent and hopefully easier to input. We are still working on support site documentation to support this. A marge discussion also stemmed from our review of procedures for cataloging binge boxes. There is debate whether including library names or delivery codes continues to be a good practice for library-created binge boxes and other items, which we will continue discussing with Cataloging Advisory. We also seem to have overprescribed our guidelines on binge boxes, which has led to some struggle and confusion. We will simplify our documentation to make cataloging easier and leave decision-making up to individual libraries.

Acquisitions Users met Thursday, June 10<sup>th</sup>. Topics included the Symphony 3.7.1 upgrade and updates to the Receive Multiple Orders wizard, BLUEcloud Acquisitions release notes, launch of Item Category 5 and its implications in vendor configuration, and a discussion of fiscal rollover opportunities with Ingram.

### Diversity, Equity & Inclusion in Metadata Task Force

This group has largely completed its analysis of subject terms that will be replaced/supplemented in the SWAN catalog. What remains is working out the technical details of executing this plan. Currently, we are discussing how to allow libraries to enhance the visibility of items pertaining to diversity topics. Success in this area will also help with libraries wishing to conduct diversity audits of their collection. We realized we need more input from the membership to understand other libraries' goals. To this end, we will be hosting a panel discussion where SWAN members can come to discuss topics of collection diversity and searchability. This will help us align the task force's goals with those of the membership at large. We are in the planning phase of this panel, but we expect it to take place in late July.

### Item Type Consolidation

We are continuing to consult with and perform Item Type Consolidation projects with member libraries. While any library may request a consultation, we are also reaching out to certain members to initiate the discussion. We have started this process with members that participate in Circulation Advisory.

As of the release of this report, we have consulted with 23 members in total. Eighteen have completed Item Type Consolidation projects. One of these is on the schedule for additional work on media types not included in their first run. (Item Type Consolidation need not involve your entire collection at once. We can limit to video, audio, print, etc.)

### 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 May, there were 115 upgrades of minimal level records in OCLC to full records.

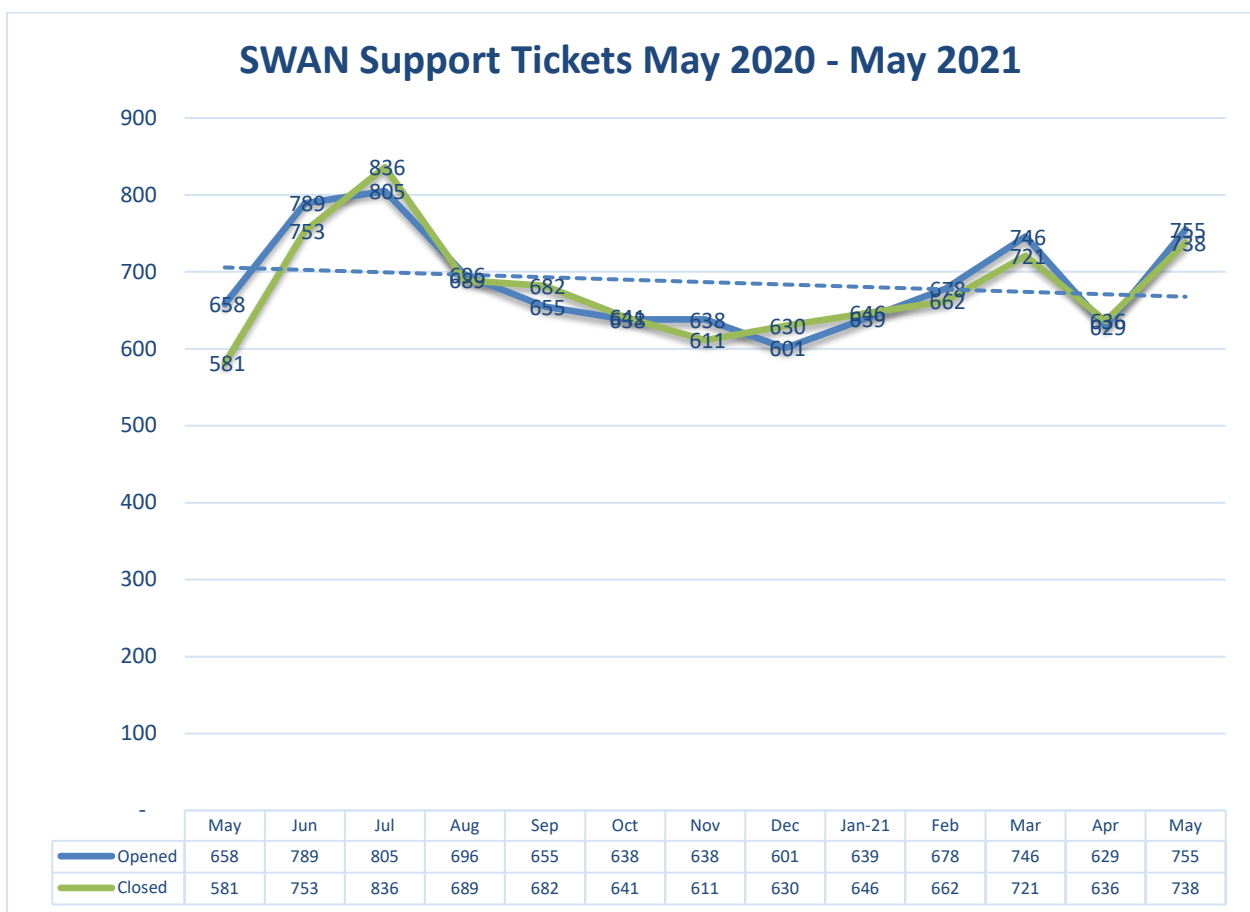
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Orig 2019</b>	126	82	106	211	92	163	127	175	171	102	97	107	<b>1,569</b>
<b>Copy 2019</b>	2,565	1,952	1,939	2,352	2,032	2,070	1,672	1,872	2,362	2,605	1,648	1,587	<b>24,656</b>
<b>Orig 2020</b>	99	111	69	152	98	129	88	102	76	62	56	46	<b>1,088</b>
<b>Copy 2020</b>	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	<b>24,467</b>
<b>Orig 2021*</b>	41	53	54	73	49								
<b>Copy 2021*</b>	1,632	1,847	1,911	1,480	1,720								

\* 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 ticket trends for the month included continued Patron Record Purge inquiries, Days Closed calendar update requests to accommodate upcoming holidays, EBSCO database selection requests, Fine Free consultation requests, and several localized network outages or network change requests.



Tickets Submitted to SWAN



## Aspen Project

- Troubleshooting of nightly indexes – Rudy, Steven with UX, Bib Svcs, Admin teams
- Seek API access for fines payment from ProPay – Steven with Mark Noble (ByWater)
- Zabbix system monitoring tool setup and testing – Rudy
- WebApp firewall R&D – Rudy

## Vendor Integrations

- LibraryAware / OnTheShelf collection extract for Oak Lawn – Dave

## RAILS & SVA Server Migrations

- Continued setup and testing of new MailMan (SWANcom) email server – Steven
- Launch of 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
- Symphony 3.7.1 setup on test server, release notes review – Michael with Dawne (Admin)
- Symphony HTML notice research – Michael
- BLUEcloud Mobile Self-Checkout testing and setup – Ian, Dave
- Patron Purge / NCOA planning, membership Q&A meetings – Dave, Steven, Vickie with Dawne (Admin)
- Pseudo libraries setup and testing – Dave with Dawne (Admin)
- Bedford Park renovation collection changes – Dave with Claudia (Bib Svcs)
- Missing, Lost/Paid, Claims Returned cleanup – Vickie with Scott (Bib Svcs)
- SonicWall End of Life (EOL) hardware upgrades for MTS, RDS – Rudy
- Symphony Part Program system expansion – Ian with SirsiDynix Support
- Brookfield facility move – Michael, Vickie with Dawne (Admin)

## Symphony 3.7.1 Upgrade

Michael recently gathered a small team of SWAN staff to review Symphony 3.7.1 release notes in preparation for an upgrade from the current 3.6.2 version. The team is currently working to schedule a firm date with SirsiDynix to perform the upgrade on the production ILS server, tentatively scheduled for mid-to-late July. In the meantime, the team is evaluating the new version against SWAN's test server and have scheduled a [Member Update on July 14<sup>th</sup>](#) to spotlight new features and bug fixes with the membership.

## SWAN Notice Dialer (SVA Replacement)

The new SWAN Notice Dialer went live to member libraries on May 25<sup>th</sup>. The new system completes around 300 calls on an average weekday, similar in volume to the retired SVA system. Additionally, 43 libraries have opted-in to have their main number displayed as the caller ID instead of SWAN's default toll-free number. Following the launch, an issue arose involving Comcast Voice subscribers

intermittently receiving “dead air” calls. Unique Management Services, who oversees the contracted service, was quick to investigate and was able to bring the issue to resolution within just a few days.

### RAILS Server Migrations

Steven continued work on the new SWAN-hosted Mailman (SWANcom and SWANboard) server in the last month. This server is the final system service to be migrated from the RAILS datacenter. As this server is just used for SWAN communications, rollout will not have an impact on the SWAN membership. Regardless, Steven expects SWAN staff will begin using the new instance by the week of June 21<sup>st</sup>. Steven and Rudy also intend on visiting the RAILS datacenter later in June to decommission and collect the retired SWAN server hardware. This hardware will be scheduled for secure disposal at a later date.

### BLUEcloud Self-Checkout Pilot

Ian and Dave have started a short pilot program with Gabriel Cardenas of the West Chicago Public Library to test the patron usability and adoption of SirsiDynix’s BLUEcloud Mobile Self-Checkout product. BLUEcloud Mobile Self-Checkout is an add-on feature that allows patrons to use the BLUEcloud Mobile app on their phones to checkout items while within the defined geographic location of the library. This tool could prove useful to offer an express/self-checkout function in libraries without existing checkout kiosks or with a desire to expand self-checkout offerings.

While the product was introduced late last year, SWAN has been awaiting several bug fixes before making it available to the membership. Now that those issues have been ironed out, the team are working on a short, four-week pilot to ensure the product is ready as a membership offering. More information on the product will be presented at the upcoming Fireside Chat on June 29<sup>th</sup>.

### Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
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)
6/10/2021	325,220	98.68% (320,939)	0.08% (264)	0.00% (10)

### Phone Notice Tracking (System Live as of 5/25)

Reading Date	Total Calls Attempted	Success Rate	Failed
5/13/2021	542	95% (517)	3% (20)
6/10/2021	4233	94.92% (4018)	4.79% (203)

### Outage Tracking (as of June 10<sup>th</sup>)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
<i>No notable outages for this period</i>						

## SWAN User Experience (Tara Wood)

### User groups

#### *Discovery and User Experience (DUX)*

DUX met on May 27<sup>th</sup>. We discussed Aspen progress, and Crystal lead an activity to brainstorm browse categories – item lists that appear on catalog home pages. She will use the results of the activity to create default browse categories for libraries that they can use if they don't want to create their own custom categories.

### Aspen Pilot

#### *Development progress*

ProPay is in the process of finalizing a contract with ByWater, which will allow development on the ProPay integration to begin.

The last Aspen release, 21.07, included permissions enhancements that SWAN requested, which will allow libraries' OPAC Administrators to add menu links and library hours. In addition, logged in patrons will now see a "Last Check Out" badge when items they previously checked out appear in search results.

In addition to ProPay, upcoming development priorities include:

- Updates for browse categories, so libraries can more easily manage their browse categories and other libraries will not be able to edit them accidentally.
- Configuration enhancements to accommodate the Bensenville Schools' needs.
- Grouping improvements around the uniform title and publisher
- Adding the 590 field as a fallback to the format algorithm.

#### *Rollout timeline and training*

4 of the pilot libraries have set a "go live" date to begin using Aspen as their primary catalog. These are:

- Downers Grove – July 14th
- Oak Park – July 12th
- St. Charles – July 7th
- Villa Park – July 7<sup>th</sup>

Though we are still awaiting ProPay integration, we gave the pilot libraries the option to go live with a link to Enterprise for fines payment. However, we do not want to plan a wider rollout to the full membership until the ProPay integration is complete.

DUX provided feedback on our training plan and based on their input we have slightly adjusted the training formats.

SWAN staff will pre-record all-staff trainings, with a goal of keeping these as concise as possible, and staff will have the opportunity to ask follow up questions at the bi-weekly Aspen office hours. DUX felt that this would be less demanding on staff than the previously planned 1.5 hour webinars.

Crystal is coordinating the recording of the following all-staff trainings:

- Searching and intro to grouped records - Scott
- Holds & masquerade mode - Tara
- E-resources - Robin
- Accounts & recommendations - Crystal

Administrative trainings, for staff with login access to Aspen administration, will still follow the 1.5 hour webinar plus Q&A format, as fewer staff will be involved in these and there will likely be more questions.

- Themes & Library Settings - Tara  
For OPAC Administrators only, will cover colors, logos, adding hours & holidays, adding links, customizing fonts.
- Browse categories, Spotlights, & Adding Covers - Crystal  
For OPAC Administrators, Public/Tech Services, and optionally Catalogers, will cover readers' advisory and cover display features in Aspen.
- Grouping records & staff view - Scott  
For Catalogers only to cover advanced record grouping topics in Aspen.
- Placards and System messages – Robin  
For OPAC Administrators, Public/Tech Services, and Catalogers that will post system alerts (e.g. closing messages) and placards to appear in search results for e-resources or marketing initiatives.
- Purchase suggestions – Crystal & Tara  
For any staff that would be involved in using Aspen's purchase suggestion management tools – libraries using their own web form would not need this training.

Once the pilot libraries are live, we will be able to finalize training and rollout dates.

## **E-resources**

### ***E-resources & patron record purge***

Robin has been coordinating between EBSCO, OpenAthens, and SirsiDynix to ensure that a patron login to OpenAthens will update the Last Activity Date. They made progress getting the correct Web Services code from SirsiDynix and is awaiting implementation in OpenAthens.

### ***Group purchases***

Robin is in talks with Kanopy and ReferenceUSA about potential opt-in group purchases. On June 9<sup>th</sup>, OverDrive announced that it is acquiring Kanopy and we are awaiting more information on how that could affect a Kanopy group purchase for SWAN.

The EBSCO group purchase has been submitted to RAILS and EBSCO, and Robin has prepared updated database links for every library. We are now awaiting for the database links to be activated, so we can test and send the updated links to member libraries.

### ***E-resource accessibility and VPAT database***

Robin submitted content to RAILS to start the VPAT repository and they have recruited library staff to assist in contacting vendors and posting the VPATs. Those staff are: Michelle Coduto at Oak Brook Public Library; Lizzy Boden at Hinsdale Public Library; Jenny Bean at Oak Lawn Public Library; Mike Campagna at Barrington Area Library; and Lizzy Klinnert at Elk Grove Village Public Library.

### **Professional development**

The UX team completed the User Experience Research and Design Specialization from the University of Michigan through Coursera. This was a 6-course specialization that concluded with a capstone and final project. It was a huge undertaking for the team and took us almost 2 years to complete.

### **Pseudo-libraries**

Crystal has been involved in the testing and setup of pseudo-libraries, which will allow patrons to select locker and drive-up window pickup locations for their holds. This will be a big usability win for patrons, even though it introduces some complexity in staff workflows.

**SWAN**  
**Calendar-Timetable of Deadlines and Board Action Requirements**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
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**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
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 Pandemic Response & How ARPA Funding Can Help

SWAN organized discussions with library directors in June 2021. These meetings were organized by county region and represented 15 libraries. These were attended by public library directors or designated library staff, although they were open to all library types. The meetings were held online and facilitated by SWAN staff with a set of questions intended to get the discussion and brainstorming going on what impact the pandemic had on their community and how ARAP funds could help their library and region's response.

## Discussion Questions

1. What do you know about ARPAs funding?
2. Who are your local partners and have there been any efforts to organize within the community? Who have you spoken with in the community within the past year regarding needs/services, e.g., schools, village, businesses?
3. What does your community need now?
4. What partnerships or initiatives have you had success with before that you want to expand or restart?
5. What services/resources would you like to be offering your community but are unable to – any why? Staffing? Expenses?
6. How could SWAN as a consortium work together to impact our shared community in a positive way? E.g., laptop check-out regardless of home library; hotspots
7. Have you tracked expenses related to COVID e.g., PPE, changes in building, furniture, specialized services or staffing?
8. What staffing challenges or shortages have resulted from the pandemic and do you have certain skills lacking – retraining needs, recruiting – does staff reflect the community, job description review

## Summary of Need

The discussions with library directors revealed 6 common themes throughout the SWAN region.

### **Improve Community Access to Broadband**

- The pandemic has exacerbated the lack access to high-speed broadband in the metropolitan area
- Hot spots are in high demand use, and the supply of them is limited
  - Tech Soup purchasing has wait lists or is limited supply
  - Checkout periods are too short for some users to address the need to provide internet access at home
- Public libraries expressed a desire to have a Wi-Fi signal that extends out from the library to an area that the community could use

### **Address Mobile Technology Needs**



- Libraries were not designed for a mobile workforce
  - Mobile devices such as laptops have been difficult to justify as a purchase versus desktop computers that fit within library budgets
  - Adoption of cloud-based applications, e.g., Microsoft Office365, is slow
- Library networks are not necessarily capable of supporting remote work for staff
  - Library networks are not designed for remote access by staff to connect to apps only available locally at the library building
- Library networks struggle to support Wi-Fi usage beyond the public library facility walls
  - Upgrading and repositioning of access points required additional funds and trustee approval

### **Support Flexible Library Programming & Events**

- Support for outdoor activities and facilities to support them
  - (E.g., Projector for outside display of neighborhood movie night)
- Homebound patrons were isolated during the pandemic
- Library staff visits to senior centers was curtailed by those facilities to prevent spread
  - Provide virtual reality goggles to support learning and entertainment experiences for homebound <https://www.myndvr.com/>
  - Partner with AgeOptions for programs and classes <https://www.ageoptions.org/>

### **Support Expanded Collection Development**

- Public libraries and school districts would like to purchase multiple copies of award-winning titles for students
- During the pandemic, SWAN experimented with centralized ordering of “rented” copies of popular titles from Baker & Taylor

### **Support for Flexible & Evolving Space Needs**

- Evolving public space utilization has libraries using more tables for 2 person meetings for tutoring, local business meetings, while large group meetings remain limited
  - Provide more small tables to libraries through a regional group purchase
- Creative space plans for children services remains a source of concern, as children are not vaccinated
  - “WeeWork/WeePlay” ideas – what does safe space for children look like and can those wee-spaces be deployed throughout the library (e.g. individual reading nooks, outside spaces) [e.g., [https://www.schoolsin.com/ang-ang9002.html?gclid=Cj0KCQjw8laGBhCHARIsAGIRRYqF3UEUN6xyEPPWTGcIVkif9ffe4EGN5\\_Mv4hrVDYOTRbIL5KhCGXoaAuc\\_EALw\\_wcB](https://www.schoolsin.com/ang-ang9002.html?gclid=Cj0KCQjw8laGBhCHARIsAGIRRYqF3UEUN6xyEPPWTGcIVkif9ffe4EGN5_Mv4hrVDYOTRbIL5KhCGXoaAuc_EALw_wcB)]
- Alternative methods of material pick-up and delivery – libraries would like to do more of these services if funds were available
  - Install library lockers, both at the library and within the community
  - Space redesign to support drive-up window

- An “UberEats” delivery vehicle for ordering up a delivery of resources from the library
- Ventilation and outdated HVAC systems were exposed as major problems for some libraries during the pandemic
  - Building infrastructure needs grant funds to quickly improve the HVAC

### **Staff Needs**

- Revising library positions to comply with Federal and state guidelines, incorporate DEI initiatives, and the changing landscape of minimum wage in Illinois
  - Organizations like HR Source could be funded to assist libraries with a coordinated, regional effort to reassess position descriptions, conduct benchmarking paygrade analysis, and incorporate DEI and grade shifts for minimum wage changes
- Improving skills for remote work and virtual programs is needed
- Staff want to build on new skills acquired during the pandemic

## Possible Solutions

### **Circulate a shared collection of hotspots for all 100 libraries**

Funding would go towards hotspots for libraries to check out to patrons to provide home access to high-speed bandwidth. The hotspots would be purchased and managed centrally by SWAN using contracted staff or vendors. The lending of hotspots for established length of time would be based on a ratio of demand. This would allow libraries in SWAN to bridge the gap for needed internet connections for families needing online learning, and the isolated elderly.

### **Acquire mobile laptop equipment for libraries**

Funding would purchase a large collection of laptops or mobile devices such as Chromebooks for the 100 libraries in SWAN for check-out at all member libraries.

### **Universal access card**

Public libraries could extend services to any student of a school district supported by a public library. Patrons from any library could be eligible to use consortium-supported equipment without a use fee.

### **Centralized ordering of book collections**

Funding would go towards a common book collection for all libraries in SWAN. SWAN has the capability to centrally order material available for public libraries in SWAN with school districts within service areas.

### **Provide human resources help for libraries to retool employee positions**

Funding would go towards needed help and guidance in human resources for library administration struggling to find footing within a shifting landscape of staffing.

### **Mobile workforce redesign**

Funding would go towards libraries purchasing new equipment, improving network designs, which promote remote access to library applications for staff to have flexible working arrangements.

## Other Opportunities

### **Will County Hackerspace**

Two libraries in Will County shared a need for expanded space within their libraries for additional makerspace tools, such as Cricket Machines and devices that generate dust. The libraries in the region should consider a shared space for makerspace programs. The hackerspace in the area recently closed and there is an opportunity to address the need jointly.

### **Explore More Illinois**

Libraries shared that some cultural institutions could benefit from participation in Explore More Illinois.

### **Community Engagement through Technology**

Using the model of Daniel X. O'Neil and the Smart Chicago Collaborative, [The CUTGroup Book](#), this Civic User Testing Group focuses on engaging the community in user testing of applications and data. With the deployment of digital resources, extending this model throughout the SWAN membership may help identify trends and needs of our shared library community.

**Date:** June 18, 2021  
**To:** SWAN Board  
**From:** Aaron Skog, Executive Director  
**Re:** Information Security Consultant

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SWAN has 1.2 million user accounts within our library services platform. The organization has policies in place regarding the retention of data and restrictions on specific data collected, and we hold cybercrime insurance policies to help with coverage if our system were to incur some data breach. Our SirsiDynix vendor employs an information security officer who is responsible for maintaining the company's compliance with a cybersecurity security standard.

The SWAN organization is however, lacking several procedures and policies that would be of value to the 100 libraries we provide services. For example, we do not have an Incident Response Plan or Policy. We have taken a number of measures to ensure the security of our systems, but there has not been an outside audit of our data and network security.

After discussions with Dawne Tortorella and Steven Schlewitt, IT & System Support Manager, I decided to begin reaching out to IT consultants to see if it was possible to provide us expertise in these areas.

- Perform a risk assessment of SWAN's data and network security
- Recommend a security standard applicable to an organization that is, by definition, a government entity, and holds data on behalf of public libraries and schools, which are also local units of government
- Review our existing policies and procedures, and provide recommendations and help draft those written policies and procedures

I approached Sikich as an initial step to discuss their approach and discuss what services they can provide. Sikich met with us and provided a proposal. I will reach out to other consulting companies to see if they would be able to provide SWAN a proposal for these services. I will provide the SWAN Board an overview of the proposals for the July 23, 2021 meeting.