

SWAN BOARD MEETING AGENDA

September 17, 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 September 17, 2021 SWAN Board Meeting Agenda (Exhibit pgs. 1-2)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SEPTEMBER 17, 2021 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, July (Exhibit pgs. 3-16)
 - a. Balance sheet and detail of expenditures for July 2021
 - b. Approval of the payment of bills for July 1, 2021 through July 31, 2021 in the amount of \$521,971.73

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

5. Action Item – Approval of SWAN Financials, August (Exhibit pgs. 17-23)
 - a. Balance sheet and detail of expenditures for July 2021
 - b. Approval of the payment of bills for August 1, 2021 through August 31, 2021 in the amount of \$54,583.96

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

6. Action Item – Acceptance of the July 23, 2021 SWAN Board Meeting Minutes (Exhibit pgs. 24-27)

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

7. Action Item – Approve revised Holiday Policy (Exhibit pg. 28)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE UPDATED HOLIDAY POLICY AS PRESENTED

8. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 29-35)
- c. Operations Report (Exhibit pgs. 36-59)
- d. Treasurer Report
- e. Board Calendar (Exhibit pgs. 60-61)

9. Action Item – Authority to pay bills for September 2021 through February 2022

RESOLVED, THAT THE SWAN BOARD AUTHORIZES THE EXECUTIVE DIRECTOR TO SIGN ALL CHECKS AND PAYMENTS, AND FOR THE SECOND SIGNATURE WILL UTILIZE THE TREASURER’S STAMP WITH PRIOR APPROVAL ELECTRONICALLY, UNTIL FEBRUARY 28, 2022

10. Action Item – Approve purchase limit for SWAN organization credit card

RESOLVED, THAT THE SWAN BOARD APPROVE A PURCHASE LIMIT FROM \$20,000 TO \$25,000 FOR THE SWAN ORGANIZATION CREDIT CARD

11. 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	Vice President	July 1, 2023
Dawn Bussey	Glen Ellyn Public Library	Treasurer	July 1, 2022
Jane Jenkins	Green Hills Public Library District	Secretary	July 1, 2022
Charity Gallardo	La Grange Public Library		July 1, 2024
Tim Jarzemsky	Bloomindale Public Library		July 1, 2024
Jesse Blazek	Palos Heights Public Library		July 1, 2022

**SWAN Library Services
Balance Sheet
As of July 31, 2021**

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 549,986.01
Hinsdale Bank - MM - 5010	1,412,196.94
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	\$ 1,962,225.81
 Current Assets	
Accounts Receivable	569,094.87
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	2,432.02
Spares Inventory	1,732.50
Total Current Assets	\$ 596,726.47
 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	\$ 2,583,753.81
LIABILITIES	
Current Liabilities	
Accrued Liabilities	\$ 26,489.99
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	82,214.00
Accrued Payroll	25,168.60
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	\$ 283,665.20
 Long Term Liabilities	
Total Liabilities	\$ 283,665.20
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,221,865.54
Total Beginning Net Assets	2,246,667.54
 Current YTD Net Income	53,421.07
Total Fund Balance	2,300,088.61
 Total Liabilities and Fund Balances	\$ 2,583,753.81

Statement of Revenue and Expenses Summary
For the 1 Month Ended July 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>
Revenue					
4000 - Membership Fees	\$726,985.08	\$726,985.08	\$2,921,563.44	\$ 2,194,578.36	24.88%
4100 - Membership Reimbursements	431,441.00	431,441.00	463,984.00	32,543.00	92.99%
4200 - Reimbursement for Losses	16,722.72	16,722.72	30,900.00	14,177.28	54.12%
4300 - Grant Revenue	132,672.75	132,672.75	522,691.00	390,018.25	25.38%
4500 - Investment & Interest	23.99	23.99	2,000.00	1,976.01	1.20%
4600 - Reserve Fund Transfer	-	-	90,000.00	90,000.00	0.00%
Total Revenue	<u>1,307,845.54</u>	<u>1,307,845.54</u>	<u>4,031,138.44</u>	<u>2,723,292.90</u>	<u>32.44%</u>
Expenses					
5000 - Salaries & Wages	105,826.30	105,826.30	1,546,800.00	1,440,973.70	6.84%
5020 - Personnel Benefits	34,310.88	34,310.88	500,000.00	465,689.12	6.86%
5100 - Building & Grounds	11,669.11	11,669.11	125,854.00	114,184.89	9.27%
5200 - Professional Development	654.00	654.00	16,200.00	15,546.00	4.04%
5300 - Membership Development	-	-	2,000.00	2,000.00	0.00%
5400 - Information & Technology Services	651,795.14	651,795.14	1,267,800.00	616,004.86	51.41%
5500 - General Office	71.84	71.84	3,000.00	2,928.16	2.39%
5600 - Hardware & Equipment	885.32	885.32	4,700.00	3,814.68	18.84%
5700 - Insurance	778.33	778.33	9,400.00	8,621.67	8.28%
5800 - Contractual Services	5,592.21	5,592.21	66,060.00	60,467.79	8.47%
5900 - Library Materials & Content	442,493.87	442,493.87	485,584.00	43,090.13	91.13%
6000 - Interest & Fees	347.47	347.47	3,740.00	3,392.53	9.29%
6100 - Other Expenses	-	-	4,522.00	4,522.00	0.00%
Total Expenses	<u>1,254,424.47</u>	<u>1,254,424.47</u>	<u>4,035,660.00</u>	<u>2,781,235.53</u>	<u>31.08%</u>
Excess Revenues less Expenses	<u>\$ 53,421.07</u>	<u>\$ 53,421.07</u>	<u>\$ (4,521.56)</u>	<u>\$ (57,942.63)</u>	

Statement of Revenue and Expenses For the 1 Month Ended July 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 726,985.08	\$ 726,985.08	\$ 2,917,863.44	\$ 2,190,878.36	24.91%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	431,441.00	431,441.00	463,984.00	32,543.00	92.99%
4220 - Reimbursement Losses for Resource Sharing	16,722.72	16,722.72	30,000.00	13,277.28	55.74%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	130,672.75	130,672.75	522,691.00	392,018.25	25.00%
4320 - Other Grant Revenue	2,000.00	2,000.00	0.00	(2,000.00)	0.00%
4510 - Interest Income	23.99	23.99	2,000.00	1,976.01	1.20%
4600 - Reserve Fund Transfer	0.00	0.00	90,000.00	90,000.00	0.00%
Total Revenue	1,307,845.54	1,307,845.54	4,031,138.44	2,723,292.90	32.44%
Expenses					
5000 - Salaries & Wages	105,826.30	105,826.30	1,546,800.00	1,440,973.70	6.84%
5021 - FICA Expense	7,679.89	7,679.89	118,400.00	110,720.11	6.49%
5023 - Worker's Compensation	298.91	298.91	3,000.00	2,701.09	9.96%
5024 - Retirement Benefits	9,975.34	9,975.34	140,900.00	130,924.66	7.08%
5025 - Health, Dental, Life And Disability Insurance	16,356.74	16,356.74	234,600.00	218,243.26	6.97%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	0.00	0.00	600.00	600.00	0.00%
5110 - Rent/Lease	9,430.01	9,430.01	110,104.00	100,673.99	8.56%
5120 - Utilities	1,663.35	1,663.35	5,700.00	4,036.65	29.18%
5130 - Property Insurance	138.75	138.75	0.00	(138.75)	0.00%
5140 - Repairs & Maintenance	177.00	177.00	1,050.00	873.00	16.86%
5150 - Custodial Service & Supplies	260.00	260.00	9,000.00	8,740.00	2.89%
5220 - Staff Meetings	0.00	0.00	600.00	600.00	0.00%
5230 - Staff Professional Development	25.00	25.00	8,800.00	8,775.00	0.28%
5240 - Professional Association Membership Dues	0.00	0.00	2,500.00	2,500.00	0.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	629.00	629.00	3,500.00	2,871.00	17.97%
5310 - Travel Reimbursement	0.00	0.00	800.00	800.00	0.00%
5350 - Marketing & Promotional Material	0.00	0.00	1,200.00	1,200.00	0.00%
5410 - Infrastructure Licensing	3,645.85	3,645.85	0.00	(3,645.85)	0.00%
5420 - Application Software Licensing	38.24	38.24	22,000.00	21,961.76	0.17%
5430 - Server Software Licensing	6,126.21	6,126.21	62,000.00	55,873.79	9.88%
5440 - Library Services Platform	566,796.19	566,796.19	1,036,800.00	470,003.81	54.67%
5450 - Data Management Services	7,479.84	7,479.84	27,500.00	20,020.16	27.20%
5460 - Information Subscription Service	65,876.50	65,876.50	76,600.00	10,723.50	86.00%
5470 - Subscription Support Services	445.86	445.86	9,900.00	9,454.14	4.50%
5480 - Telecommunications	786.45	786.45	20,400.00	19,613.55	3.86%
5490 - Group Purchases - Services	600.00	600.00	12,600.00	12,000.00	4.76%
5510 - Office Supplies	71.84	71.84	1,500.00	1,428.16	4.79%
5520 - Postage	0.00	0.00	1,500.00	1,500.00	0.00%
5610 - Equipment Rental/Maintenance	208.65	208.65	3,700.00	3,491.35	5.64%
5620 - Hardware	676.67	676.67	1,000.00	323.33	67.67%
5700 - Insurance	778.33	778.33	9,400.00	8,621.67	8.28%
5810 - Legal	0.00	0.00	5,000.00	5,000.00	0.00%
5820 - Accounting	0.00	0.00	17,560.00	17,560.00	0.00%
5830 - Consulting	0.00	0.00	1,000.00	1,000.00	0.00%
5840 - Payroll Service Fees	286.56	286.56	3,600.00	3,313.44	7.96%
5860 - Notification & Collection	5,305.65	5,305.65	38,000.00	32,694.35	13.96%
5870 - Recruitment	0.00	0.00	900.00	900.00	0.00%
5910 - Print Materials	0.00	0.00	5,000.00	5,000.00	0.00%

Statement of Revenue and Expenses
For the 1 Month Ended July 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>
5920 - Reimburse for Resource Sharing	10,371.80	10,371.80	30,000.00	19,628.20	34.57%
5930 - Electronic Resources	1,348.07	1,348.07	0.00	(1,348.07)	0.00%
5990 - Group Purchases - Content	430,774.00	430,774.00	450,584.00	19,810.00	95.60%
6010 - Bank Fees	347.47	347.47	3,700.00	3,352.53	9.39%
6020 - Merchant Account Fees	0.00	0.00	40.00	40.00	0.00%
6110 - Depreciation	0.00	0.00	2,322.00	2,322.00	0.00%
6130 - Vacation Expense	<u>0.00</u>	<u>0.00</u>	<u>2,200.00</u>	<u>2,200.00</u>	<u>0.00%</u>
Total Expenses	<u>1,254,424.47</u>	<u>1,254,424.47</u>	<u>4,035,660.00</u>	<u>2,781,235.53</u>	<u>31.08%</u>
 Excess Revenues less Expenses	 <u>\$ 53,421.07</u>	 <u>\$ 53,421.07</u>	 <u>\$ (4,521.56)</u>	 <u>\$ (57,942.63)</u>	

SWAN Library Services

Check Register

All Bank Accounts

July 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Aurora Public Library						
5920	Reimburse for Resource Sharing	AURORA - overpayment on inv., #8788 - FY21	159.94	8360	07/19/21	<u>159.94</u>
Marcive, Inc.						
5450	Data Management Services	Marcive, Inc. Inv. # 393638 - 6/30/21- FY21	557.16	8361	07/19/21	<u>557.16</u>
SirsiDynix, Inc.						
5490	Group Purchases - Services	SirsiDynix, Inc. Inv. # INV07236 Pseudo Library Config Set up - FY21	1,680.00	8362	07/19/21	<u>1,680.00</u>
Comcast						
5120	Utilities	Comcast - Inv. # 001000125687 7/15-8/14 - FY22	1,260.00	8363	07/19/21	<u>1,260.00</u>
LIMRiCC						
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - Health, Dental, Vision, Life Ins. for employees/July 22 FY22	20,914.70	8364	07/19/21	<u>20,914.70</u>
Nicor Gas						
5120	Utilities	Nicor Gas Acct. # 57-44-18-6411 3 6/15-7/15 FY22	43.33	8365	07/19/21	<u>43.33</u>
ProQuest LLC						
5460	Information Subscription Service	ProQuest LLC In. 370681049- Syndetic Solutions	17,590.92	8366	07/19/21	<u>17,590.92</u>
Reaching Across Illinois Library System						
5990	Group Purchases - Content	RAILS - Inv. #8305 - EBSCO Package thru 6/22	430,774.00	8367	07/19/21	<u>430,774.00</u>
Reaching Across Illinois Library System						
5450	Data Management Services	RAILS - RDA Toolkit - SWAN	643.80	8368	07/19/21	<u>3,527.85</u>
5450	Data Management Services	RAILS - RDA Toolkit - SWAN Libraries	2,884.05			
Wellness Insurance Network-WIN						
5025	Health, Dental, Life And Disability Insurance	WIN - July 21 Employee Life Ins.	171.00	8369	07/19/21	<u>171.00</u>

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Bloomington Public Library				8370	07/19/21	<u>160.38</u>
4220	Reimbursement Losses for Resource Sharing	Bloomington Public Library - reimbursement for losses	160.38			
Bridgeview Public Library				8371	07/19/21	<u>111.62</u>
4220	Reimbursement Losses for Resource Sharing	Bridgeview Public Library - reimbursements for losses	111.62			
Broadview Public Library District				8372	07/19/21	<u>78.00</u>
4220	Reimbursement Losses for Resource Sharing	Broadview Public Library District - reimbursements for losses	78.00			
Calumet City Public Library				8373	07/19/21	<u>534.00</u>
5920	Reimburse for Resource Sharing	Calumet City Public Library - reimbursements for losses	534.00			
Calumet Park Public Library				8374	07/19/21	<u>24.00</u>
5920	Reimburse for Resource Sharing	Calumet Park Public Library - Reimbursements for losses	24.00			
Chicago Heights Public Library				8375	07/19/21	<u>218.10</u>
5920	Reimburse for Resource Sharing	Chicago Heights Public Library - Reimbursements for losses	218.10			
Chicago Public Library				8376	07/19/21	<u>368.99</u>
5920	Reimburse for Resource Sharing	Chicago Public Library - Reimbursement for payments made, materials found	368.99			
Chicago Ridge Public Library				8377	07/19/21	<u>304.05</u>
5920	Reimburse for Resource Sharing	Chicago Ridge Public Library - Reimbursements for losses	304.05			
Clarendon Hills Public Library				8378	07/19/21	<u>83.45</u>
5920	Reimburse for Resource Sharing	Clarendon Hills Public Library - Reimbursements for losses	83.45			
Crete Public Library District				8379	07/19/21	<u>44.02</u>
5920	Reimburse for Resource Sharing	Crete Public Library District - Reimbursements for losses	44.02			

SWAN Library Services

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Downers Grove Public Library				8380	07/19/21	<u>984.85</u>
5920	Reimburse for Resource Sharing	Downers Grove Public Library - Reimbursements for losses	984.85			
Eisenhower Public Library District				8381	07/19/21	<u>352.68</u>
5920	Reimburse for Resource Sharing	Eisenhower Public Library District - Reimbursements for losses	352.68			
Flossmoor Public Library				8382	07/19/21	<u>221.58</u>
5920	Reimburse for Resource Sharing	Flossmoor Public Library - Reimbursements for losses	221.58			
Frankfort Public Library District				8383	07/19/21	<u>59.51</u>
5920	Reimburse for Resource Sharing	Frankfort Public Library District - Reimbursements for losses	59.51			
Franklin Park Public Library District				8384	07/19/21	<u>162.92</u>
5920	Reimburse for Resource Sharing	Franklin Park Public Library District -Reimbursements for losses	162.92			
Glenside Public Library				8385	07/20/21	<u>29.70</u>
5920	Reimburse for Resource Sharing	Glenside Public Library - Reimbursements for losses	29.70			
Grande Prairie Public Library				8386	07/20/21	<u>62.08</u>
5920	Reimburse for Resource Sharing	Grande Prairie Public Library -- Reimbursements for losses	62.08			
Hillside Public Library				8387	07/20/21	<u>269.07</u>
5920	Reimburse for Resource Sharing	Hillside Public Library - Reimbursements for losses	269.07			
Homewood Public Library District				8388	07/20/21	<u>121.06</u>
5920	Reimburse for Resource Sharing	Homewood Public Library District - Reimbursements for losses	121.06			
Itasca Community Library				8389	07/20/21	<u>132.27</u>
5920	Reimburse for Resource Sharing	Itasca Community Library- Reimbursements for losses	132.27			
Kaneville Public Library District				8390	07/20/21	<u>14.00</u>

SWAN Library Services

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All Bank Accounts

July 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Kaneville Public Library District - Reimbursements for losses	14.00			
La Grange Public Library				8391	07/20/21	<u>1,272.85</u>
5920	Reimburse for Resource Sharing	La Grange Public Library - Reimbursements for losses	1,272.85			
Matteson Public Library				8392	07/20/21	<u>246.01</u>
5920	Reimburse for Resource Sharing	Matteson Public Library - Reimbursements for losses	246.01			
Messenger Public Library of North Aurora				8393	07/20/21	<u>360.21</u>
5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora -Reimbursements for losses	360.21			
Midlothian Public Library				8394	07/20/21	<u>257.04</u>
5920	Reimburse for Resource Sharing	Midlothian Public Library- Reimbursements for losses	257.04			
Morton Arboretum				8395	07/20/21	<u>100.00</u>
5920	Reimburse for Resource Sharing	Morton Arboretum- Reimbursements for losses	100.00			
National University of Health Sciences				8396	07/20/21	<u>97.45</u>
5920	Reimburse for Resource Sharing	National University of Health Sciences--Reimbursements for losses	97.45			
Northlake Public Library District				8397	07/20/21	<u>360.42</u>
5920	Reimburse for Resource Sharing	Northlake Public Library District- Reimbursements for losses	360.42			
Oak Brook Public Library				8398	07/20/21	<u>58.56</u>
5920	Reimburse for Resource Sharing	Oak Brook Public Library- Reimbursements for losses	58.56			
Oak Lawn Public Library				8399	07/20/21	<u>281.63</u>
5920	Reimburse for Resource Sharing	Oak Lawn Public Library- Reimbursements for losses	281.63			
Palos Heights Public Library				8400	07/20/21	<u>61.51</u>
5920	Reimburse for Resource Sharing	Palos Heights Public Library- Reimbursements for losses	61.51			

SWAN Library Services**Check Register**

All Bank Accounts

July 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Palos Park Public Library				8401	07/20/21	<u>32.01</u>
5920	Reimburse for Resource Sharing	Palos Park Public Library- Reimbursements for losses	32.01			
Prairie State College				8402	07/20/21	<u>205.00</u>
5920	Reimburse for Resource Sharing	Prairie State College- Reimbursements for losses	205.00			
Prairie Trails Public Library District				8403	07/20/21	<u>213.65</u>
5920	Reimburse for Resource Sharing	Prairie Trails Public Library District- Reimbursements for losses	213.65			
Richton Park Public Library District				8404	07/20/21	<u>152.96</u>
5920	Reimburse for Resource Sharing	Richton Park Public Library District- Reimbursements for losses	152.96			
River Forest Public Library				8405	07/20/21	<u>206.01</u>
5920	Reimburse for Resource Sharing	River Forest Public Library- Reimbursements for losses	206.01			
River Grove Public Library District				8406	07/20/21	<u>52.40</u>
5920	Reimburse for Resource Sharing	River Grove Public Library District- Reimbursements for losses	52.40			
Riverdale Public Library District				8407	07/20/21	<u>2.80</u>
5920	Reimburse for Resource Sharing	Riverdale Public Library District- Reimbursements for losses	2.80			
Schiller Park Public Library				8408	07/20/21	<u>130.05</u>
5920	Reimburse for Resource Sharing	Schiller Park Public Library- Reimbursements for losses	130.05			
South Holland Public Library				8409	07/20/21	<u>358.52</u>
5920	Reimburse for Resource Sharing	South Holland Public Library- Reimbursements for losses	358.52			
St. Charles Public Library District				8410	07/20/21	<u>1,030.32</u>
5920	Reimburse for Resource Sharing	St. Charles Public Library District- Reimbursements for losses	1,030.32			
Steger-South Chicago Heights				8411	07/20/21	<u>26.99</u>

SWAN Library Services

Check Register

All Bank Accounts

July 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Steger-South Chicago Heights-Reimbursements for losses	26.99			
The Theosophical Society in America				8412	07/20/21	<u>84.00</u>
5920	Reimburse for Resource Sharing	The Theosophical Society in America-Reimbursements for losses	84.00			
Thornton Public Library				8413	07/20/21	<u>12.01</u>
5920	Reimburse for Resource Sharing	Thornton Public Library-Reimbursements for losses	12.01			
Tinley Park Public Library				8414	07/20/21	<u>110.87</u>
5920	Reimburse for Resource Sharing	Tinley Park Public Library-Reimbursements for losses	110.87			
Unique Integrated Communications, Inc.				8415	07/20/21	<u>1,950.00</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. MessageBee - (June- 7616 messages)	1,950.00			
Villa Park Public Library				8416	07/20/21	<u>134.08</u>
5920	Reimburse for Resource Sharing	Villa Park Public Library-Reimbursements for losses	134.08			
Westmont Public Library				8417	07/20/21	<u>161.04</u>
5920	Reimburse for Resource Sharing	Westmont Public Library-Reimbursements for losses	161.04			
Woodridge Public Library				8418	07/20/21	<u>40.98</u>
5920	Reimburse for Resource Sharing	Woodridge Public Library-Reimbursements for losses	40.98			
ComEd				8419	07/21/21	<u>360.02</u>
5120	Utilities	ComEd 6/17-7/19	360.02			
ComEd				8419	07/21/21	<u>(360.02)</u>
5120	Utilities	To VOID Ck 8419	-360.02			
OCLC, Inc.				8420	07/21/21	<u>3,951.99</u>
5450	Data Management Services	OCLC, Inc. - subscriptions for SWAN cataloging - 7/1/21-6/30/22	3,951.99			

SWAN Library Services

Check Register

All Bank Accounts

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
OCLC, Inc. 5450	Data Management Services	To VOID Ck 8420	-3,951.99	8420	07/21/21	<u>(3,951.99)</u>
Reliance Standard Life Insurance Co. 5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. STD, LTD 8/21	878.66	8421	07/21/21	<u>878.66</u>
Reliance Standard Life Insurance Co. 5025	Health, Dental, Life And Disability Insurance	To VOID Ck 8421	-878.66	8421	07/21/21	<u>(878.66)</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	To VOID Ck 8422	-165.65	8422	07/21/21	<u>(165.65)</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. - Notice Printing	165.65	8422	07/21/21	<u>165.65</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. curbside comm. - July	600.00	8423	07/21/21	<u>600.00</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	To VOID Ck 8423	-600.00	8423	07/21/21	<u>(600.00)</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	To VOID Ck 8424	-640.00	8424	07/21/21	<u>(640.00)</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. curbside comm. May 2021	640.00	8424	07/21/21	<u>640.00</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. curbside comm. June 2021	600.00	8425	07/21/21	<u>600.00</u>

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Unique Integrated Communications, Inc. 5860	Notification & Collection	To VOID Ck 8425	-600.00	8425	07/21/21	<u>(600.00)</u>
ComEd 5120	Utilities	ComEd 6/17-7/19	360.02	8426	07/21/21	<u>360.02</u>
OCLC, Inc. 5450	Data Management Services	OCLC, Inc. WebDewey	3,951.99	8427	07/21/21	<u>3,951.99</u>
Reliance Standard Life Insurance Co. 5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. August 2021	878.66	8428	07/21/21	<u>878.66</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. printing notics	165.65	8429	07/21/21	<u>165.65</u>
Unique Integrated Communications, Inc. 5490	Group Purchases - Services	Unique Integrated Communications, Inc. curbside comm. july	600.00	8430	07/21/21	<u>600.00</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. curbside comm. May	640.00	8431	07/21/21	<u>640.00</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. curbsid comm June	600.00	8432	07/21/21	<u>600.00</u>
Chicago Public Library 5930	Electronic Resources	Chicago Public Library - reciprocal borrowing - July-Dec 2019	1,040.55	8433	07/22/21	<u>1,348.07</u>
5930	Electronic Resources	Chicago Public Library - reciprocal borrowing - Jan-June 2020	307.52			
Unique Integrated Communications, Inc. 5860	Notification & Collection	Invoice # 603710	1,950.00	8434	07/22/21	<u>1,950.00</u>

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July 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Villa Park Public Library				8435	07/22/21	<u>134.08</u>
5920	Reimburse for Resource Sharing	Villa Park Public Library Reimbursement of losses	134.08			
Westmont Public Library				8436	07/22/21	<u>161.04</u>
5920	Reimburse for Resource Sharing	Westmont Public Library Reimbursement for losses	161.04			
Woodridge Public Library				8437	07/22/21	<u>40.98</u>
5920	Reimburse for Resource Sharing	Woodridge Public Library Reimbursement for losses	40.98			
T.A. Systems Inc.				50095	07/30/21	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. for June	260.00			
United States Treasury				50096	07/30/21	<u>55.86</u>
5025	Health, Dental, Life And Disability Insurance	United States Treasury - PCORI Fee	55.86			
Genesis Technologies, Inc.				50097	07/30/21	<u>128.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. Monthly fee	128.35			
Quail Ridge Drive Investors, LLC				50098	07/30/21	<u>9,430.01</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	9,430.01			
First Bankcard				50099	07/16/21	<u>6,126.21</u>
5140	Repairs & Maintenance	Imperial Surveillance	177.00			
5230	Staff Professional Development	HR Source webinar-Ginny	25.00			
5260	Online Learning	ALA- Scott	129.00			
5260	Online Learning	COURERSA	500.00			
5410	Infrastructure Licensing	Microsoft premium	18.00			
5410	Infrastructure Licensing	Microsoft pay as you go	3,503.85			
5410	Infrastructure Licensing	Microsoft standard support	100.00			
5410	Infrastructure Licensing	Microsoft basic	24.00			
5420	Application Software Licensing	Mailchimp Monthly	38.24			
5470	Subscription Support Services	SENDGRID	312.24			
5470	Subscription Support Services	Wavebox	29.99			

SWAN Library Services

Check Register

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July 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5470	Subscription Support Services	LOGMEIN	103.63			
5480	Telecommunications	Microsoft Skype	288.00			
5480	Telecommunications	Grasshoppe.com	48.45			
5510	Office Supplies	Amazon- computer supplies	71.84			
5610	Equipment Rental/Maintenance	Genesis monthly charge	80.30			
5620	Hardware	amazon	86.67			
5620	Hardware	Amazon- 2 sonic wall	590.00			
First Bankcard				50100	07/08/21	<u>6,126.21</u>
5430	Server Software Licensing	First Bankcard	6,126.21			
Check List Total						<u><u>521,971.73</u></u>

**SWAN Library Services
Balance Sheet
As of August 31, 2021**

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 1,332,628.64
Hinsdale Bank - MM - 5010	983,214.16
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	\$ 2,315,885.66
 Current Assets	
Accounts Receivable	41,660.11
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Spares Inventory	1,732.50
Total Current Assets	\$ 66,859.69
 Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(346,583.95)
Total Capital Assets, net	\$ 21,194.91
 Total Assets	\$ 2,403,940.26
LIABILITIES	
Current Liabilities	
Deferred Revenue	\$ 1,819.50
Deferred Revenue - MAGIC Fee Supplement	82,214.00
Grant	
Accrued Payroll	40,906.76
457B Payable	(1,848.29)
Retirement Payable	(689.47)
Compensated Absences	108,060.39
Lease Payable	39,788.11
Total Current Liabilities	\$ 270,251.00
 Long Term Liabilities	
Total Liabilities	\$ 270,251.00
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,237,560.37
Total Beginning Net Assets	2,262,362.37
 Current YTD Net Income	(128,673.11)
Total Fund Balance	2,133,689.26
 Total Liabilities and Fund Balances	\$ 2,403,940.26

Statement of Revenue and Expenses Summary
For the 2 Months Ended August 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>
Revenue					
4000 - Membership Fees	\$2,631.83	\$729,616.91	\$2,921,563.44	\$ 2,191,946.53	24.97%
4100 - Membership Reimbursements	-	431,441.00	463,984.00	32,543.00	92.99%
4200 - Reimbursement for Losses	4.99	16,680.71	30,900.00	14,219.29	53.98%
4300 - Grant Revenue	-	132,672.75	522,691.00	390,018.25	25.38%
4500 - Investment & Interest	17.22	41.21	2,000.00	1,958.79	2.06%
4600 - Reserve Fund Transfer	-	-	90,000.00	90,000.00	0.00%
Total Revenue	<u>2,654.04</u>	<u>1,310,452.58</u>	<u>4,031,138.44</u>	<u>2,720,685.86</u>	<u>32.51%</u>
Expenses					
5000 - Salaries & Wages	107,711.12	213,537.42	1,546,800.00	1,333,262.58	13.81%
5020 - Personnel Benefits	35,893.57	70,204.45	500,000.00	429,795.55	14.04%
5100 - Building & Grounds	11,776.71	32,875.83	125,854.00	92,978.17	26.12%
5200 - Professional Development	(74.82)	579.18	16,200.00	15,620.82	3.58%
5300 - Membership Development	48.16	48.16	2,000.00	1,951.84	2.41%
5400 - Information & Technology Services	13,028.87	664,824.01	1,267,800.00	602,975.99	52.44%
5500 - General Office	58.25	130.09	3,000.00	2,869.91	4.34%
5600 - Hardware & Equipment	208.65	1,093.97	4,700.00	3,606.03	23.28%
5700 - Insurance	1,556.70	2,335.03	9,400.00	7,064.97	24.84%
5800 - Contractual Services	5,620.68	10,207.89	66,060.00	55,852.11	15.45%
5900 - Library Materials & Content	-	442,493.87	485,584.00	43,090.13	91.13%
6000 - Interest & Fees	448.32	795.79	3,740.00	2,944.21	21.28%
6100 - Other Expenses	-	-	4,522.00	4,522.00	0.00%
Total Expenses	<u>176,276.21</u>	<u>1,439,125.69</u>	<u>4,035,660.00</u>	<u>2,596,534.31</u>	<u>35.66%</u>
Excess Revenues less Expenses	<u>\$ (173,622.17)</u>	<u>\$ (128,673.11)</u>	<u>\$ (4,521.56)</u>	<u>\$ 124,151.55</u>	

Statement of Revenue and Expenses

For the 2 Months Ended August 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 2,631.83	\$ 729,616.91	\$ 2,917,863.44	\$ 2,188,246.53	25.01%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	0.00	431,441.00	463,984.00	32,543.00	92.99%
4220 - Reimbursement Losses for Resource Sharing	4.99	16,680.71	30,000.00	13,319.29	55.60%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	0.00	130,672.75	522,691.00	392,018.25	25.00%
4320 - Other Grant Revenue	0.00	2,000.00	0.00	(2,000.00)	0.00%
4510 - Interest Income	17.22	41.21	2,000.00	1,958.79	2.06%
4600 - Reserve Fund Transfer	0.00	0.00	90,000.00	90,000.00	0.00%
Total Revenue	2,654.04	1,310,452.58	4,031,138.44	2,720,685.86	32.51%
Expenses					
5000 - Salaries & Wages	107,711.12	213,537.42	1,546,800.00	1,333,262.58	13.81%
5021 - FICA Expense	7,793.58	15,473.47	118,400.00	102,926.53	13.07%
5022 - State Unemployment Insurance	(6,580.00)	(6,580.00)	0.00	6,580.00	0.00%
5023 - Worker's Compensation	597.82	896.73	3,000.00	2,103.27	29.89%
5024 - Retirement Benefits	15,465.40	25,440.74	140,900.00	115,459.26	18.06%
5025 - Health, Dental, Life And Disability Insurance	18,616.77	34,973.51	234,600.00	199,626.49	14.91%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	0.00	0.00	600.00	600.00	0.00%
5110 - Rent/Lease	9,430.01	28,290.03	110,104.00	81,813.97	25.69%
5120 - Utilities	1,744.20	3,407.55	5,700.00	2,292.45	59.78%
5130 - Property Insurance	277.50	416.25	0.00	(416.25)	0.00%
5140 - Repairs & Maintenance	0.00	177.00	1,050.00	873.00	16.86%
5150 - Custodial Service & Supplies	325.00	585.00	9,000.00	8,415.00	6.50%
5220 - Staff Meetings	0.00	0.00	600.00	600.00	0.00%
5230 - Staff Professional Development	175.00	200.00	8,800.00	8,600.00	2.27%
5240 - Professional Association Membership Dues	0.00	0.00	2,500.00	2,500.00	0.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	(249.82)	379.18	3,500.00	3,120.82	10.83%
5310 - Travel Reimbursement	48.16	48.16	800.00	751.84	6.02%
5350 - Marketing & Promotional Material	0.00	0.00	1,200.00	1,200.00	0.00%
5410 - Infrastructure Licensing	0.00	3,645.85	0.00	(3,645.85)	0.00%
5420 - Application Software Licensing	5,283.22	5,321.46	22,000.00	16,678.54	24.19%
5430 - Server Software Licensing	1,567.66	7,693.87	62,000.00	54,306.13	12.41%
5440 - Library Services Platform	284.00	567,080.19	1,036,800.00	469,719.81	54.70%
5450 - Data Management Services	4,050.00	11,529.84	27,500.00	15,970.16	41.93%
5460 - Information Subscription Service	0.00	65,876.50	76,600.00	10,723.50	86.00%
5470 - Subscription Support Services	537.54	983.40	9,900.00	8,916.60	9.93%
5480 - Telecommunications	786.45	1,572.90	20,400.00	18,827.10	7.71%
5490 - Group Purchases - Services	520.00	1,120.00	12,600.00	11,480.00	8.89%
5510 - Office Supplies	58.25	130.09	1,500.00	1,369.91	8.67%
5520 - Postage	0.00	0.00	1,500.00	1,500.00	0.00%
5610 - Equipment Rental/Maintenance	208.65	417.30	3,700.00	3,282.70	11.28%
5620 - Hardware	0.00	676.67	1,000.00	323.33	67.67%
5700 - Insurance	1,556.70	2,335.03	9,400.00	7,064.97	24.84%
5810 - Legal	0.00	0.00	5,000.00	5,000.00	0.00%
5820 - Accounting	2,035.00	1,030.00	17,560.00	16,530.00	5.87%
5830 - Consulting	0.00	0.00	1,000.00	1,000.00	0.00%
5840 - Payroll Service Fees	286.56	573.12	3,600.00	3,026.88	15.92%
5850 - Contractual Agreements	2,000.00	2,000.00	0.00	(2,000.00)	0.00%
5860 - Notification & Collection	1,299.12	6,604.77	38,000.00	31,395.23	17.38%

Statement of Revenue and Expenses
For the 2 Months Ended August 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5870 - Recruitment	0.00	0.00	900.00	900.00	0.00%
5910 - Print Materials	0.00	0.00	5,000.00	5,000.00	0.00%
5920 - Reimburse for Resource Sharing	0.00	10,371.80	30,000.00	19,628.20	34.57%
5930 - Electronic Resources	0.00	1,348.07	0.00	(1,348.07)	0.00%
5990 - Group Purchases - Content	0.00	430,774.00	450,584.00	19,810.00	95.60%
6010 - Bank Fees	445.67	793.14	3,700.00	2,906.86	21.44%
6020 - Merchant Account Fees	2.65	2.65	40.00	37.35	6.63%
6110 - Depreciation	0.00	0.00	2,322.00	2,322.00	0.00%
6130 - Vacation Expense	0.00	0.00	2,200.00	2,200.00	0.00%
Total Expenses	<u>176,276.21</u>	<u>1,439,125.69</u>	<u>4,035,660.00</u>	<u>2,596,534.31</u>	<u>35.66%</u>
 Excess Revenues less Expenses	 <u>\$ (173,622.17)</u>	 <u>\$ (128,673.11)</u>	 <u>\$ (4,521.56)</u>	 <u>\$ 124,151.55</u>	

SWAN Library Services

Check Register

All Bank Accounts

August 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Claudia Nickson						
5310	Travel Reimbursement	Claudia Nickson - pre-cat training 8/4	48.16	8438	08/18/21	<u>48.16</u>
Comcast						
5120	Utilities	Comcast - Inv. #1000139395	1,260.00	8439	08/18/21	<u>1,260.00</u>
ComEd						
5120	Utilities	ComEd	440.84	8440	08/18/21	<u>440.84</u>
Deque Systems						
5850	Contractual Agreements	Deque Swan Library - digital accessibility basics	2,000.00	8441	08/18/21	<u>2,000.00</u>
ICMA Retirement Corporation						
5024	Retirement Benefits	ICMA-RC Annual Plan fee 7/1/21- 9/30/21	250.00	8442	08/18/21	<u>250.00</u>
Lauterbach & Amen, LLP						
5820	Accounting	Lauterbach & Amen, LLP - July 2021	1,030.00	8443	08/18/21	<u>1,030.00</u>
LIMRiCC						
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - August	23,572.13	8444	08/18/21	<u>23,572.13</u>
Marcive, Inc.						
5450	Data Management Services	Marcive -Comprehensive Notification Semi Annual	3,900.00	8445	08/18/21	<u>4,050.00</u>
5450	Data Management Services	Marcive -Comprehensive Notification Reports	150.00			
Nicor Gas						
5120	Utilities	Nicor Gas	43.36	8446	08/18/21	<u>43.36</u>
Reliance Standard Life Insurance Co.						
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co.	935.74	8447	08/18/21	<u>935.74</u>
SirsiDynix, Inc.						
				8448	08/18/21	<u>284.00</u>

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5440	Library Services Platform	SirsiDynix -eRC additional partner main acct. setup	284.00			
Unique Integrated Communications, Inc.				8449	08/18/21	<u>243.32</u>
5860	Notification & Collection	UMS - Patron Notification via printing	243.32			
Unique Integrated Communications, Inc.				8450	08/18/21	<u>1,020.00</u>
5860	Notification & Collection	MessageBee monthly	750.00			
5860	Notification & Collection	MessageBee Implementation fee	270.00			
Unique Integrated Communications, Inc.				8451	08/18/21	<u>520.00</u>
5490	Group Purchases - Services	Curbside monthly - august	520.00			
Unique Integrated Communications, Inc.				8452	08/18/21	<u>35.80</u>
5860	Notification & Collection	Material Recovery- July	35.80			
Wellness Insurance Network-WIN				8453	08/18/21	<u>171.00</u>
5025	Health, Dental, Life And Disability Insurance	WIN - August - Life. Ins.	171.00			
First Bankcard				50094	08/16/21	<u>7,791.25</u>
5230	Staff Professional Development	Library Juice Academy Pro. Dev.	175.00			
5260	Online Learning	credit due to overpayment on monthly balance	-249.82			
5420	Application Software Licensing	GrantWatch 1 yr, subscription	199.00			
5420	Application Software Licensing	Mailchimp Monthly	38.24			
5420	Application Software Licensing	3 - Articulate 360 1 yr. subscription	1,948.50			
5420	Application Software Licensing	Asana	2,997.50			
5420	Application Software Licensing	Adobe products trails	191.12			
5420	Application Software Licensing	Adobe products credit	-191.12			
5420	Application Software Licensing	Statuscake	49.99			
5420	Application Software Licensing	Statuscake	49.99			
5430	Server Software Licensing	credit duet to overpayment on monthly balance	-5,714.72			
5430	Server Software Licensing	Microsoft reservations	337.66			
5430	Server Software Licensing	Microsoft reservations	8.91			
5430	Server Software Licensing	Microsoft reservations	73.50			
5430	Server Software Licensing	Microsoft Azure	3,736.07			

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August 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5430	Server Software Licensing	DNS Made Easy	59.95			
5430	Server Software Licensing	Netgate	799.00			
5430	Server Software Licensing	Microsoft active directory	18.00			
5430	Server Software Licensing	Microsoft basic	24.00			
5430	Server Software Licensing	Digicert Inc.	1,497.20			
5430	Server Software Licensing	Microsoft Azure	100.00			
5430	Server Software Licensing	DHN GODADDY.com	196.96			
5430	Server Software Licensing	Microsoft	431.13			
5470	Subscription Support Services	LOGMEIN	103.63			
5470	Subscription Support Services	LOGMEIN	113.99			
5470	Subscription Support Services	Twilio Sendgrid	319.92			
5480	Telecommunications	Grasshopper.com	48.45			
5480	Telecommunications	Microsoft Domestic Calling	288.00			
5510	Office Supplies	Amazon IT supplies	14.28			
5510	Office Supplies	Amazon return	-5.99			
5510	Office Supplies	Amazon IT supplies	99.96			
5510	Office Supplies	credit due to overpayment on monthly balance	-50.00			
5610	Equipment Rental/Maintenance	Genesis Monthly Fee	80.30			
6020	Merchant Account Fees	Riverside Lib. Testing - Fine pymt	2.65			
Lauterbach & Amen, LLP				50101	08/19/21	<u>1,005.00</u>
5820	Accounting	June 2021	1,005.00			
Genesis Technologies, Inc.				50102	08/19/21	<u>128.35</u>
5610	Equipment Rental/Maintenance	Genesis Monthly charge	128.35			
Quail Ridge Drive Investors, LLC				50103	08/31/21	<u>9,430.01</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	9,430.01			
T.A. Systems Inc.				50104	08/31/21	<u>325.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc.	325.00			
Check List Total						<u><u>54,583.96</u></u>

SWAN Board Meeting Minutes

July 23, 2021
Thomas Ford Memorial Library
800 Chestnut Street
Western Springs, IL 60558

1. Call to Order, Roll Call

President Bodewes called the meeting to order at 9:36 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. Tim Jarzemsky – arrived 9:45 a.m.
- f. Jane Jenkins

2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director
Dawne Tortorella, SWAN Assistant Director
Ginny Blake, SWAN Business Manager

3. Action Item

Acceptance of the July 23, 2021 SWAN Board Meeting Agenda

Blazek moved, seconded by Jarzemsky that it be

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

Motion carried by unanimous voice vote

4. Action Item

Appointment of SWAN Board Officers and Committee Members

Blazek moved, seconded by Jarzemsky that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE OFFICERS AS FOLLOWS:
TED BODEWES BE NOMINATED AS SWAN BOARD PRESIDENT

Bodewes accepted this nomination

RESOLVED, THAT JENNIFER COTTRILL BE NOMINATED AS SWAN BOARD VICE-PRESIDENT

Cottrill accepted this nomination

RESOLVED, THAT DAWN BUSSEY BE NOMINATED AS SWAN BOARD TREASURER

Bussey accepted this nomination

RESOLVED, THAT JANE JENKINS BE NOMINATED AS SWAN BOARD SECRETARY

Jenkins accepted this nomination

Skog will be the Official Representative to the RAILS Consortia Committee: Bussey will be the alternate

Personnel Committee: Blazek accepted the position, Jenkins was assigned

Finance Committee: Jarzemsky and Bussey accepted the positions with Gallardo appointed

By-Laws Committee: Cottrill & Bodewes accepted the positions

Motion carried by unanimous voice vote

5. Action Item

Approval of the SWAN Financials, June 2021 (Preliminary & Unaudited)

Jenkins moved, seconded by Cottrill that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JUNE 1 THROUGH JUNE 30, 2021 AND ACCEPTS THE BALANCE SHEET AND DETAILS OF EXPENDITURES FOR JUNE 2021 AS PRESENTED

Motion carried by unanimous voice vote

6. Action Item

Acceptance of the June 18, 2021 SWAN Board Meeting Minutes

Blazek moved, seconded by Jenkins that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE JUNE 18, 2021 SWAN BOARD MEETING MINUTES

Motion carried by unanimous voice vote

7. Reports

a. **Board President Report**

Bodewes welcomed the new Board members. It was discussed and decided upon to not have an August Board Meeting.

b. **Executive Director Report**

Skog discussed the financial reports for FY21 end. These are preliminary and unaudited, with an appeal to OCLC on an invoice. Skog spoke of the ARPA Funding Grant Research and how beneficial it would be for SWAN. The proposal from Sikich LLP was discussed and recommended by Skog to amend the budget for this and decided upon to discuss the proposal at the SWAN Quarterly meeting on September 3rd. Skog discussed travel budget as well.

c. **Operations Report**

Reviewed as presented.

d. **Treasurer's Report**

No report

e. **Board Calendar**

One remaining item that Skog & Jenkins will complete.

8. Action Item

Approve SWAN Fund Transfers from Money Market Account to Operating Account

Cottrill moved, seconded by Bussey that is be

RESOLVED, THAT THE SWAN BOARD APPROVES THE FUND TRANSFER OF \$429,000
FROM MAXSAFE THE SWAN OPERATING ACCOUNT

Motion carried by unanimous voice vote

9. Next Board Meeting

The Quarterly Meeting will be held in person on September 2nd at Oak Brook Public Library

10: Adjournment

Bodewes ended the meeting at 11:11 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Jane Jenkins

Board Secretary

DRAFT

HOLIDAYS

SWAN recognizes the following holidays ~~and will be closed:~~

1. New Year's Day
2. Martin Luther King Day/President's Day
- ~~3.~~ 3. Memorial Day
- ~~3-4.~~ 3-4. Juneteenth (June 19th Illinois state holiday)
- ~~4-5.~~ 4-5. Independence Day
- ~~5-6.~~ 5-6. Labor Day
- ~~6-7.~~ 6-7. Thanksgiving
- ~~7-8.~~ 7-8. Friday after Thanksgiving
- ~~8-9.~~ 8-9. Christmas Eve
- ~~9-10.~~ 9-10. Christmas Day
- ~~10-11.~~ 10-11. New Year's Eve Day

When one of the above holidays falls on a Saturday, SWAN will be closed on the preceding Friday, and eligible employees will be paid for the holiday. If a holiday falls on a Sunday, SWAN will be closed on the following Monday, and eligible employees will be paid for the holiday. Any holiday conflicting with a SWAN recognized holiday will be resolved as a floating holiday to be used within the pay period the holiday occurs. Martin Luther King Day and President's Day will be limited floating holiday. Department managers will coordinate with employees on the days off, which will be Martin Luther King Day or President's Day, but not both. Juneteenth holiday will be a limited floating holiday which must be used within the pay period the holiday occurs. The office closures will be noted publicly on the SWAN Support site.

The following conditions apply to SWAN's holiday pay policy:

- Holiday pay **will not** be considered as time worked for the purpose of overtime calculations.
- Employees regularly scheduled to work at least 20 hours per week on a consistent basis are entitled to receive holiday pay of 7.5 hours for each holiday.
- Holiday pay is computed at an individual employee's base rate of pay.
- Holidays will not be paid to employees on any type of unpaid leave.
- Holidays falling within an approved scheduled vacation will be recorded as holiday pay.

SWAN Executive Director Report

September 17, 2021

Update on Activities

External Funding Options Update

As part of the SWAN strategic plan [objective 6](#) “Seek External Funding Options to Support the Research & Development Initiatives of SWAN” I initiated a conversation with John Chrastka, President of EveryLibrary, a national organization that is based in Illinois. Dawne Tortorella participated in that 1-hour discussion. We will have a more expanded conversation scheduled for September 22nd, but here are some of the observations and ideas from our conversation.

- ALA could improve its leadership on policy to improve federal funding from multiple agencies, whereas currently IMLS is solely relied on for library funding grants.
- SWAN should consider a shift in semantics at the leadership level towards “equalization” of library service for the region it operates within.
- “Tax equalization” arrangements that exist in Colorado and Minnesota should be researched and could serve as possible Illinois funding for entities and organizations like SWAN.
- Federal funding comes from three primary sources: (1) federal contract, (2) disaster relief, or (3) a competitive grant.
- SWAN, as a regional infrastructure to provide public information throughout the public libraries, is a potential source of ongoing federal funding, e.g., HUD education on lead poisoning.

National Endowment for the Arts Grant Submitted

Dawne and I worked on an application for an NEA ARPA grant and submitted it on Monday, August 30th (deadline was September 2nd noon). This grant was a request for \$150,000 funding for a 2-year program to support the literary arts with stipends for authors set within library reading programs and events. Below is an excerpt of our description that was used in the application.

Expanding Appreciation and Participation in the Literary Arts

Libraries have traditionally promoted and encouraged literary arts in their collections and programs. As a consortium of 100 libraries, SWAN Library Services is expanding support and promotion of these shared programs through our shared community of literary artists, library staff, library patrons and students who participate in reading, writing, and creation. Known for resource sharing of physical collections (over

2 million interlibrary loan and 1.5 million reciprocal borrowing transactions annually), our library community is well-positioned to extend sharing to event planning, promotion, scheduling, and staffing.

During the past 18 months, disparities in our diverse shared community have been magnified. All libraries have struggled to maintain virtual programming and provide ways for library users to continue to receive material and services. Online author visits and book discussions have continued, strong in some communities, but difficult in our more economically stressed neighborhoods. Our wide geographic base, shared technology, and acquired skills in virtual programming now allow us to better support sharing of not only books and media, but experts and artists across our entire shared network. Through shared programming, promotion of events in our online public catalog and apps, and support of artists via stipends, we can bring these artists to all communities in SWAN.

Starting in January 2022, SWAN Library Services will be supporting a consortium-wide marketing and tracking program for reading and writing goals and public programming of author series, book discussions, and guest author instruction. Each month of the program will feature topics and authors, including guest author visits, across the metro-Chicagoland area we serve. These shared programs and resources will be promoted through our online public library catalogs, as well as through Beanstack. Beanstack is a reading challenge promotional tool used by 44 of our 95 public libraries currently. All libraries will have access to Beanstack through this shared project.

We included Beanstack licensing for all SWAN libraries as part of this proposal based on the heavy adoption rate of our libraries. Currently 44 of 95 SWAN public libraries use Beanstack for summer reading and year-round reading programs. This shared platform provides an opportunity for SWAN staff to provide more assistance in setup, tracking, and training for our member libraries. Two information sessions will be hosted on Tuesday, September 14th and Wednesday, September 15th. The company has offered extended discounts to SWAN member libraries based on participation levels.

The NEA application process required SWAN to complete several important steps that will serve the organization positively for future grants.

- Registered for grants.gov and sam.gov
- Acquired DUNS (Dun & Bradstreet), CAGE (unique identifiers for entities that do business with and/or seek financial assistance from the U.S. federal government), MPIN (Marketing Partner Identification), UEID (Unique Entity ID)

These logins and codes are all stored within SWAN's secure password management system.

OCLC Subscription

The OCLC membership pricing appeal I submitted in July has resulted in a revision of 7 individual library membership fees being lowered. This lowered the SWAN current fiscal year from \$279,930.15 to \$271,007.73 which is \$8,922.92 lower.

SWAN includes the total cost of OCLC membership within Membership Fees. This approach is similar to the Illinois consortia CCS and PrairieCat. In SWAN, some libraries have OCLC membership amount set to \$216 while others are at \$28,910.

RAILS Consortia Committee update

Dawn Bussey is the SWAN representative on the LLSAP Sustainability Working Group. The full committee will meet October 18th and next year on January 10th.

Nominated to HR Source Board

HR Source Mary Lynn Fayoumi approached me this past month to see if I was interested in serving on the HR Source board of directors. I accepted the offer as it will provide a unique opportunity to see how an association is run. Rich Wolff was a member of the board and has stepped down due to his retirement. The board meets quarterly online in the morning before SWAN business hours. I would need to be accepted as a candidate at the September 28th board meeting.

Nomination Accepted for OCLC Global Council

In May, I self-nominated for the OCLC Global and Regional Councils 2021 election. My candidacy was accepted, and the election will take place September 20th through October 1st. Here is an excerpt of my statement that will appear on the OCLC ballot.

OCLC has the technology and the tools for libraries to thrive and be successful. I believe the OCLC messaging to public libraries is somewhat lost within the battle for library staff and leadership attention. To take advantage of OCLC services, libraries need to be proactive in seeking training and support. In libraries of all sizes, staff are stretched thin. It is difficult to keep up with new tools and enhancement of services. I believe library systems, consortia, and networking groups can help share this knowledge and support within their membership circles. We have implemented a new tier of support in our 100-member library consortium to integrate OCLC configuration, support, training, and value-added services for members. It took some effort to get the initial configurations established. This effort has been well worth the benefits of extended services to our patrons and expansion of tools, resources, and expertise demonstrated daily by library staff throughout our consortium.

I would champion the collaborative work of libraries in developing tools through the developer network and encourage more active work in this area. SWAN staff, working in collaboration with other Illinois library consortium and the teams at OCLC, developed a service to update large consortium holdings in OCLC. The OCLC Holdings Manager (OHM) is shared in GitHub and works with a group-level web services key to update holdings across 6 consortia in Illinois. This is representative of work that can be accomplished in collaboration with other libraries and the OCLC team.

All SWAN library directors are eligible to vote, and their name and email has been verified within the OCLC WorldCat Registry as up to date. You can find out more about the election and the Global Council at the OCLC Membership Council page below:

<https://www.oclc.org/en/membership/councils/2021-election.html>

SWAN Board Strategic Planning Retreat

I was invited to participate in a trustee event at Batavia Public Library last month, and it got me thinking about how to perhaps structure a SWAN Board retreat. I have been wanting to set the stage for our group to think about what the next 3 years will bring and been pondering about how to do it.

The way the Batavia trustee event worked was there was a group of invited speakers who were limited to a particular topic. The speakers included Roger Ritzmann talking about OMA and legal issues, Jamie Wilkie from Lauterbach about board financials and annual audits, Monica Harris introduced RAILS services, and several library staff presented. What I liked about it is the presentations were quick but covered some basics on how these entities served the library.

SWAN is reaching some crossroads with SirsiDynix, particularly since we are getting ready to roll out Aspen. I am envisioning some big picture vision is required for the SWAN Board at this point and had the idea of bringing in our close vendor partners to give a 20-minute talk about what they are doing on some topics we ask them to present.

Here are some examples of what it might look like:

- SirsiDynix "BLUEcloud blueprint"
- OCLC "WorldShare Management"
- ESBCO "Library software solutions supported by EBSCO"
- ByWater Solutions "How development and partnerships work"
- Unique Management Services "User engagement services"

The good news is that we can skip the OMA, FOIA, fiscal audit, and RAILS overview since you guys know that stuff so well. I want to keep it interesting and give a snapshot of the environment we are operating in. I would also provide an update on SWAN's strategic plan. Let me know what you think.

Board Considerations

Holiday Policy Revision

We have this odd situation that has arisen for the 2021 December holidays. It is a result of the SWAN Holiday Policy and after discussing the situation with Ted and Jennifer, they recommended I bring a revision to the Holiday Policy to the full SWAN Board for discussion and approval.

The set holidays say Christmas Eve, Christmas Day, New Year's Eve Day, and New Year's Day SWAN is closed. Yet, the policy states that if the holiday falls on a Saturday, SWAN would be closed the preceding Friday. So, with Christmas falling on a Saturday for December 25th we would be closed on December 24th when we are already closed. The same thing is happening with New Year's Day 2022 falling on a Saturday.

Staff are a bit upset that we are losing 2 paid holidays. This will not be the case next year, as this calendar repeats 11 years.

A few suggestions have come to me from staff:

1. Look at the Holiday Policy wording and have a recommendation brought to the SWAN Board that the 2 days for 2021 be paid extra days
2. Seek a Board revision to the written Holiday policy to allow a floating holiday for this 2021 scenario, e.g., X-Mas on Saturday
3. Seek a Board revision to the policy so that it allows those 2 holidays to have some Executive Director discretion

After discussion with my management team, I have included a recommended Holiday Policy revision which provides for a floating holiday (#2 above suggestion). Please refer to the meeting packet for the current policy and proposed revision. I have included a recommendation for the new Juneteenth holiday (June 19th) as several employees have inquired if SWAN will honor that state holiday. In reviewing the policy please note that the policy establishes floating holiday options for staff so that we can keep the office open on these dates (MLK, Presidents' Day, Juneteenth, exception Christmas/New Year's).

Resolution to increase credit card spending limit

The credit card expenses have increased primarily in the monthly infrastructure hosting subscription due to doubling our Aspen Discovery servers. We now maintain a test Aspen server which gets software updates from ByWater Solutions every 2 weeks. SWAN staff review the software update prior to giving ByWater the go ahead to upgrade our Aspen server in the live production used by SWAN libraries.

The credit card limit was raised to \$20,000 in February 2019. I recommend we increase the limit by \$5,000 at this time.

Check signing resolution

Due to the emergence of the coronavirus delta variant, I have included a resolution to approve SWAN payment of bills using my signature and the treasurer signature stamp through the end of February 2022.

Information Security Risk Assessment & Analysis

SWAN's current budget was amended by the Membership at the September 2nd, 2021 meeting. The agreement with Sikich was completed on Friday, September 3rd. The project manager from Sikich has introduced themselves to SWAN, and our meeting schedule is being finalized.

Throughout this process of assessing SWAN's security, I am anticipating that the SWAN Board will need to be updated on areas of our information security. I will confirm with our Sikich IT security consulting on their recommended approach for updating you on matters which require confidentiality but complying with Open Meetings Act may at times be challenging in this area of information security. One

idea is to have the SWAN Board appoint a representative to receive regular updates from me as a board liaison. We can determine the best approach for appraising the board and membership during the phases of our information security audit.

Monthly Financial Report

Balance Sheet

The Fund Balance Unrestricted line remains at \$2,237,560.37 and after considering the \$37,000 Sikich expense, SWAN has 6.6 months operations in SWAN’s cash reserves, or 55% of the FY22 operating budget. The Reserve Cash Policy for SWAN requires monitoring the balance and if it is projected to be more than 50% to bring a recommendation to the membership at the June Quarterly meeting.

The Hinsdale Bank Money Market transfer of \$429,000 was completed August 3rd which is reflected on the change between the July 2021 and August 2021 balance sheet: see the Operating and Money Market balance sheet lines.

Revenue & Expense Report

This month would be 17% of the budgeted revenue and expenses. SWAN’s financials are presented in a cash basis for this current fiscal year 2022. The revised budget approved at the September 2nd membership meeting will be updated for the September board financial reports.

SWAN FY22	FY22 Budget	End of August 2021	Percentage of Budget YTD 17%
Total Revenue	\$4,031,138.44	\$1,310,452.58	33%
Total Expenses	\$4,035,660.00	\$1,439,125.69	36%
Over / (Under)	(\$4,521.56)	(\$128,673.11)	

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the first quarter invoices were sent out in July. We are at 24.97% of what should be 25% for this line.

4190 – Member Group Purchase Receipts: for this fiscal year we decided to invoice the EBSCO database group-purchase libraries their full amount due rather than adding the payment to the quarterly membership fees. We have received 93% of the \$463,984 budget line.

4220 - Reimbursement Losses for Resource Sharing: the invoices issued 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. This is the first of four quarterly billings for this service.

4310 – RAILS Support to SWAN: the first payment to SWAN was received in July, so this line is now precisely at 25% as expected.

4510 – Interest Income: SWAN's Money Market is performing very poorly due to the economic downturn. Even within this year's budget expecting only \$2,000 in gained interest, year-to-date we have only received \$41.21 interest.

Accounts Payable Update

5022 – State Unemployment Insurance: this line received a reimbursement from Illinois as part of pandemic relief.

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

5410 – Infrastructure Licensing: this line is no longer used and reflects some misclassified expenses in this budget line meant for 5420 Application Software Licensing.

5440 – Library Services Platform: activity includes a 1 year subscription paid for EBSCO Discovery Service and OpenAthens, plus a fully year's payment to SirsiDynix for the annual maintenance.

5460 - Information Subscription Service budget line is 86% spent as the EBSCO 1-year subscription to Novelist Select is fully recorded in this budget line.

5990 – Group Purchases – Content: this line budgeted at \$450,584 is 95.60% spent due to the EBSCO database group purchase year-2 subscription from RAILS at \$430,774.

Operations Report: September 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 (July 19th – September 10th) regular user group meetings and member engagement are noted. While no user or advisory group meetings were planned for August, the pace of consultation and special project meetings kept member engagement high during this period. As SWAN staff are making on-site visits to libraries, those will be indicated in green highlight for reference.

Date	Event Name	Attendees	Teams Represented	Topic
7/14/2021	SWAN Book Club Users	Helen, Dawne, Vickie	Admin, IT	Member meeting
7/14/2021	Item Type Consolidation (Homewood)	Sam	Bib Srvs	Consultation
7/14/2021	Symphony 3.7.1 Upgrade - Member Update	Steven, Ian, Sam, Michael	IT, Bib Srvs	Training
7/16/2021	Diversity, Equity and Inclusion Task Force	Scott, Bib Srvs	Bib Srvs	Member meeting
7/19/2021	Fine Free Consultation (Richton Park)	Vickie, Michael	IT	Consultation
7/21/2021	Circulation Advisory	Crystal, Sam, +others	UX, Bib Srvs, IT, Admin	Member meeting
7/21/2021	Kanopy Group Discount Presentation	Robin	UX	Research & Development
7/22/2021	Information Technology Consultation (Tinley Park)	Steven	IT	Consultation
7/22/2021	Discovery and User Experience Advisory	Tara, Rovin, Crystal, Dawne	UX, Admin	Member meeting
7/23/2021	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
7/23/2021	KitKeeper Pilot Meeting	Helen, Dawne	Admin	Research & Development
7/26/2021	Aspen Office Hours	Tara, Robin, Crystal, +others	UX	Training
7/26/2021	CollectionHQ DEI Tool Consultation (Oak Lawn)	Scott	Bib Srvs	Research & Development
7/27/2021	SWAN Fireside Chat #28	Aaron, Dawne, Steven, Tara, Scott, +others	Admin, IT, UX, Bib Srvs	Member meeting
7/27/2021	IT Consultation - Mobile Staff Registration (North Riverside)	Michael	IT	Consultation
7/28/2021	Panel Discussion - DEI Audits	Scott, Sam, Claudia, Diane, Angela, Sue, Dawne	Bib Srvs, Admin	Training

Date	Event Name	Attendees	Teams Represented	Topic
7/28/2021	IT Consultation - CollectionHQ (Oak Lawn)	Steven	IT	Consultation
7/29/2021	IT Consultation - SonicWall Install (Riverside)	Rudy	IT	Consultation
7/30/2021	Credit Card Swipes deployment (Calumet City)	Dave	IT	Site Visit
8/2/2021	Reopening Consultation (Maywood)	Vickie, Michael, Dawne	IT, Admin	Consultation
8/3/2021	Acquisitions Training (Hinsdale)	Sam	Bib Srvs	Training
8/4/2021	Office Hours: Circulation & ILL	Dawne, Helen, Sam, Vickie, Crystal	Admin, Bib Srvs, IT, UX	Training
8/4/2021	Training: Pre-Cats (University Park)	Claudia, Angela	Bib Srvs	Training/Site Visit
8/4/2021	Office Hours: BLUEcloud Analytics	Dawne, Michael, Dave	Admin, IT	Training
8/5/2021	Diversity, Equity and Inclusion Task Force	Scott, Bib Srvs	Bib Srvs	Member meeting
8/6/2021	KitKeeper Pilot Meeting	Helen, Dawne	Admin	Research & Development
8/9/2021	Office Hours: Academic & Special Libraries	Dawne, Scott, San, Claudia, Robin, Michael, Vickie	Admin, Bib Srvs, IT, UX	Training
8/10/2021	SWAN Staff - Aspen Training	Tara, Scott, Crystal, Robin, all SWAN staff	UX, Bib Srvs	Training
8/11/2021	Office Hours: Cataloging	Scott, Bib Srvs	Bib Srvs	Training
8/12/2021	Fine Free Consultation (Hillside)	Vickie, Michael	IT	Consultation
8/12/2021	Fine Free Consultation (Elmwood Park)	Vickie, Michael	IT	Consultation
8/13/2021	IT Consultation - Mobile Staff Registration (Stickney)	Michael	IT	Consultation
8/13/2021	Directors' Coffee Hour	Aaron	Admin	Consultation
8/19/2021	WorldCat Discovery V2 Update	Dawne, Helen, Scott, Vickie	Admin, Bib Srvs, IT	Training
8/20/2021	Fine Free Consultation (Chicago Heights)	Vickie, Michael	IT	Consultation
8/20/2021	KitKeeper Pilot Meeting	Helen, Dawne	Admin	Research & Development
8/23/2021	Site Visit (St. Charles)	Aaron, Dawne	Admin	Site Visit
8/23/2021	Site Visit (Geneva)	Aaron, Dawne	Admin	Site Visit
8/24/2021	Aspen Consultation (Bensenville Schools)	Tara	UX	Consultation
8/24/2021	Fine Free Consultation (University Park)	Vickie, Michael	IT	Consultation
8/24/2021	Aspen Consultation (Bensenville Schools)	Tara	UX	Consultation

Date	Event Name	Attendees	Teams Represented	Topic
8/24/2021	Fine Free Consultation (Justice)	Vickie, Michael	IT	Consultation
8/25/2021	Fine Free Consultation (Lansing)	Vickie, Michael	IT	Consultation
8/26/2021	Diversity, Equity and Inclusion Task Force	Scott, Bib Srvs	Bib Srvs	Member meeting
8/26/2021	Fine Free Consultation (Markham)	Vickie, Michael	IT	Consultation
8/30/2021	Aspen Cohort #1 Kick-off	Tara	UX	Training
8/30/2021	Fine Free Consultation (Palos Park)	Vickie, Michael	IT	Consultation
8/31/2021	SWAN Fireside Chat #29	Scott, Aaron, Dawne, Steven, Tara, +others	Admin, Bib Srvs, IT, UX	Member meeting
9/1/2021	Site Visit (William Leonard) - cataloging	Scott, Dawne	Bib Srvs, Admin	Site Visit/Training
9/2/2021	SWAN Quarterly Meeting	Aaron, Steven, Tara, Scott, Dawne	Admin, Bib Srvs, IT, UX	Governance
9/2/2021	Cataloging Advisory	Scott, Bib Srvs	Bib Srvs	Member meeting
9/3/2021	KitKeeper Pilot Meeting	Helen, Dawne	Admin	Research & Development
9/7/2021	Aspen Admin Training - Themes	Tara	UX	Training
9/7/2021	IT Consultation Firewall (Hinsdale)	Steven	IT	Consultation
9/7/2021	Fine Free Consultation (Bridgeview)	Vickie, Michael	IT	Consultation
9/8/2021	Office Hours: Cataloging	Scott, Sam, Claudia, Angela, Sue	Bib Srvs	Training
9/8/2021	BLUEcloud Analytics Login Consultation (Itasca)	Michael	IT	Consultation
9/9/2021	Office Hours: Circulation/ILL	Dawne, Vickie, Crystal	Admin, IT, UX	Training
9/9/2021	Office Hours: BLUEcloud Analytics	Dawne, Michael, Dave	Admin, IT	Training
9/9/2021	Credit Card Swipes deployment (Glenside)	Steven	IT	Site Visit
9/10/2021	ProPay Account & Card Swipes (Calumet Park)	Steven	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: 7/20-9/13	ByWater - Aspen weekly pilot check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Svcs	Research & Development
7/26,2021, 8/23/2021	Sure Sailing	SWAN staff from all areas	Bib Svcs, IT, UX, Admin	Support
7/21/2021	OCLC - Group Services Review	Aaron, Dawne	Admin	Vendor Relationship
8/4/2021, 9/1/2021	SirsiDynix Library Relations Manager Mtg	Aaron	Admin	Vendor Relationship
8/12/2021, 9/9/2021	Aspen Users Gathering	Tara, Steven, Scott, +others	UX, IT, Bib Svcs	Collaboration
8/16/2021	Acendre - Inquisiq LMS Demonstration	Dawne, Aaron, Tara, Claudia, Crystal	Admin, UX, Bib Svcs	Research & Development
8/18/2021	Aspen Discovery Discussion with SHARE	Tara, Aaron, +others	UX, Admin	Collaboration
8/24/2021	John Chrastka, EveryLibrary	Aaron, Dawne	Admin	Collaboration
8/27/2021	DEI in Metadata Networking Group (RAILS, CCS, SWAN)	Scott, Dawne	Bib Svcs, Admin	Collaboration
8/31/2021	SirsiDynix CEO/Leadership Team	Aaron	Admin	Vendor Relationship

SWAN Assistant Director (Dawne Tortorella)

Automated Monthly Patron Record Removal

Patron record removal applies only to our public library members. In August the initial record removal of patron records with a last activity date (LAD) before 1/1/2011 were removed. If a patron had a LAD prior to 1/1/2011 and total bills less than or equal to \$100, those bills were also removed, as well as the patron record. Patrons with bills exceeding \$100 were retained for library action. Libraries can determine best action for handling those patron records that remain.

Every month, libraries will receive an automated email from BLUEcloud Analytics with a link to a report dossier within their History List. The report is scheduled to run on the 2nd of every month. Libraries will have until the first Monday-Thursday after the 15th of the following month to review those patrons on the list. If a library wishes to retain the patron record, they will need to review the record and update address information ensuring that the last activity date is updated. Patron records not updated will be eligible for removal the following month.

Process Timeline (automated in September 2021):

- September 2, 2021 – libraries receive email to their aliased email with a link to the BLUEcloud Analytics dossier
- September 2 – October 14, 2021 – libraries review patron records in eligible list for removal
 - If the patron should remain active, the library updates address information and verifies LAD update
- October 18, 2021 (first Monday-Thursday after 15th of the month) – patron records removed [criteria for removal: LAD before 9/1/2011; bill total <= \$100.00]

National Change of Address

After the monthly patron record removal process has been confirmed, the process of verifying address and updating geo-location will begin. We hope to have the data verification and update completed by the end of the year. Patrons with address changes identified via NCOA will not have a change in status reflected as part of the process. Instead, libraries will have between 2-3 months to review and update these patron records. Those remaining after the review period will be updated to reflect the BADADDRESS status which will block some library services.

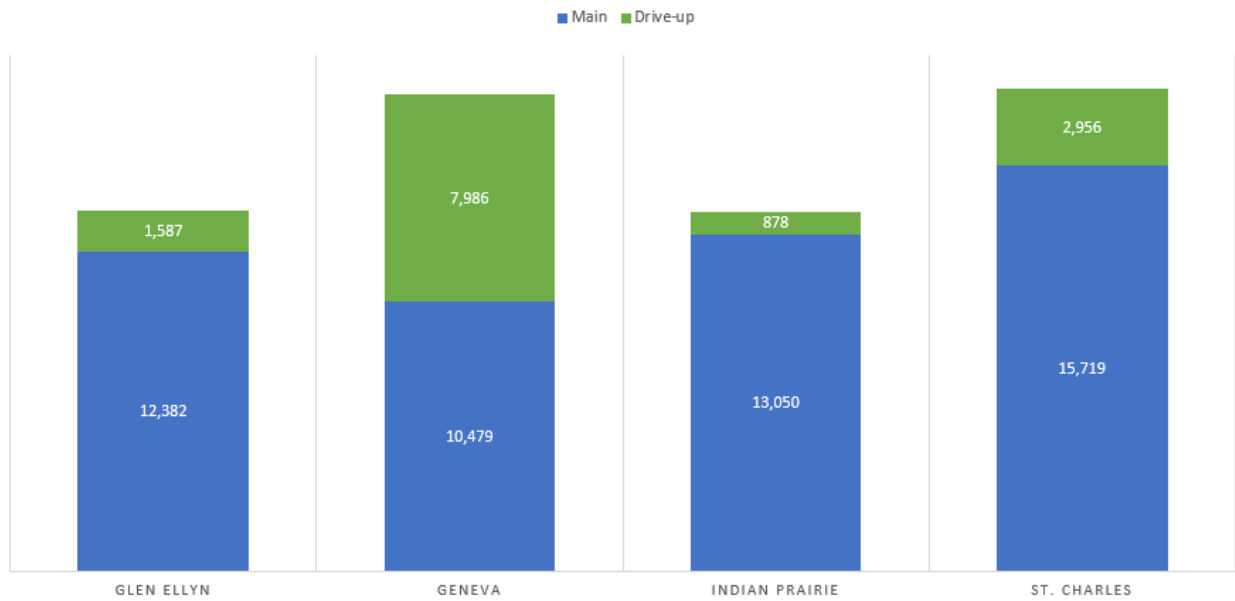
Pseudo Libraries

All of the pseudo library locations have been activated for use. Patrons can select these locations when placing holds through Enterprise, Aspen, or the BLUEcloud Mobile App. We submitted a request to restrict selection of these pick-up libraries to home patrons only in Aspen. ByWater Solutions has already finished this enhancement. This is now an option in Aspen for libraries.

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

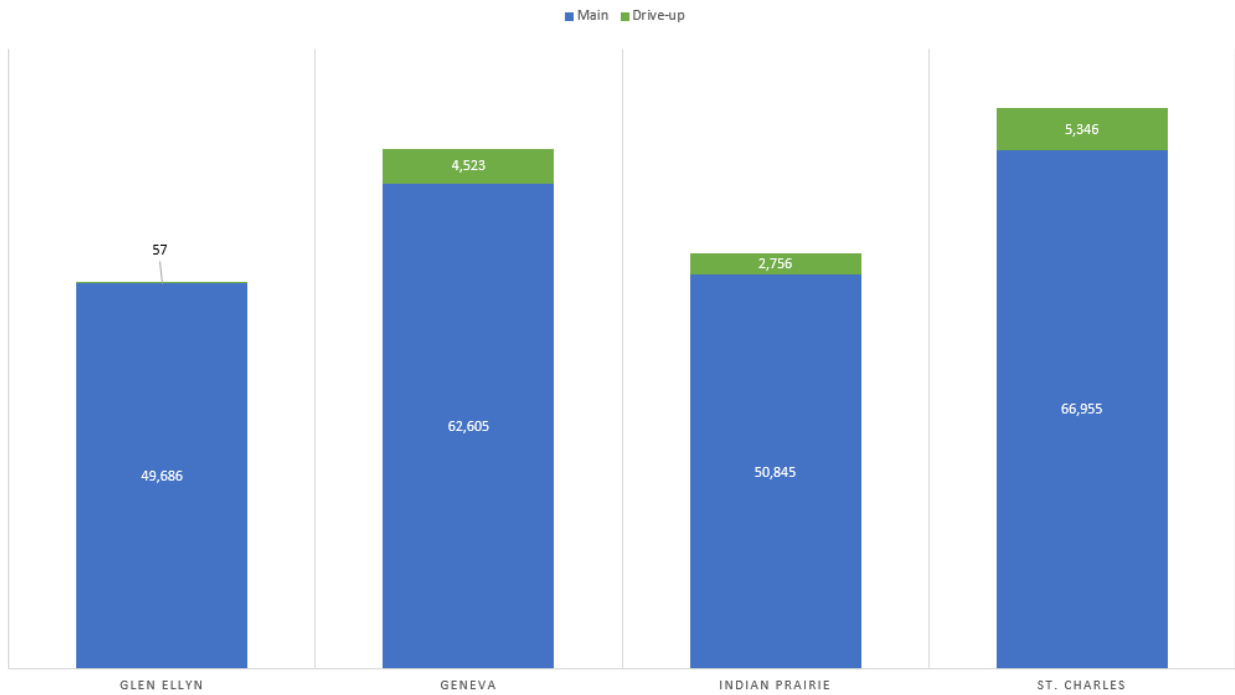
The following statistics for July-August 2021, show usage of the drive-up window pseudo libraries (lockers are just starting to show activity as additional setup and local procedures need to be coordinated).

HOLDS PLACED



Checkouts lag holds, but items checked out at the drive-up windows should over time closely align with holds ready for pick-up. Libraries are also getting used to new procedures which accounts for lower checkout through the drive-up windows than likely occurred.

CHECKOUTS



We are working on additional reports for libraries with these pseudo locations so they can determine drive-up and locker activity in terms of number of unique patrons using the service daily, hourly, and by day of the week.

Resource Sharing: WorldCat Discovery V2 Update

OCLC updated WorldCat Discovery to their version 2 “modernized” view. This has created some usability challenges for SWAN libraries as we have configured availability and interlibrary loan options. An update session was provided to share the changes and impact on SWAN libraries. This update session recording and resources are available on the SWAN Support Site – [WorldCat Discovery V2: Member Update](#).

Dawne, Helen, and Scott will be meeting with OCLC developers the week of September 13th to review the impact on SWAN libraries and discuss configuration options.

Book Club Reservation (KitKeeper) Pilot

This project moves out of pilot status in October allowing any SWAN library to participate. There is some additional setup required once a library requests participation. A special orientation and overview of the process is scheduled by the pilot leads on October 1st from 11:00 a.m. to Noon. Registration is on L2 – [SWAN Book Club Kit Sharing: KitKeeper](#).

COVID-19

While we continue to deal with COVID and the delta variant, SWAN policies are now established as our new normal. Configuration settings and policies are no longer considered “temporary.” Any changes a library wishes to make to circulation and hold policies, item type designation, or due dates/hold suspension require submission of a support ticket.

Again, to recap changes brought about through the past 18 months:

- Elimination of print overdue notices (completed) – now sent only via text, voice message, or email
- Consolidation of hold pick-up notices and accommodation for pseudo-library hold pick-up notices (sent once a day around 2:00 PM)
- 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 (completed)
- COVID related online catalog banners removed (completed)
- Flexibility in blocking for Fine Free based on criteria of library choice (completed) See [Fine Free Configuration](#)
- Libraries decide on pre-pandemic or Fine Free rules (completed, some still in final stages of approval)
- Reinstate 90-day removal of temporary patron records created through Online Patron Registration that has not been reviewed and updated/extended by home library (September 1)
 - Initially we planned to return to removal of expired accounts on September 1. This is being pushed back to avoid confusion with the monthly patron record removal process.

Libraries should be following the process outlined if they wish to retain these online patron records. See News post - <https://support.swanlibraries.net/news/2021-07/86963>

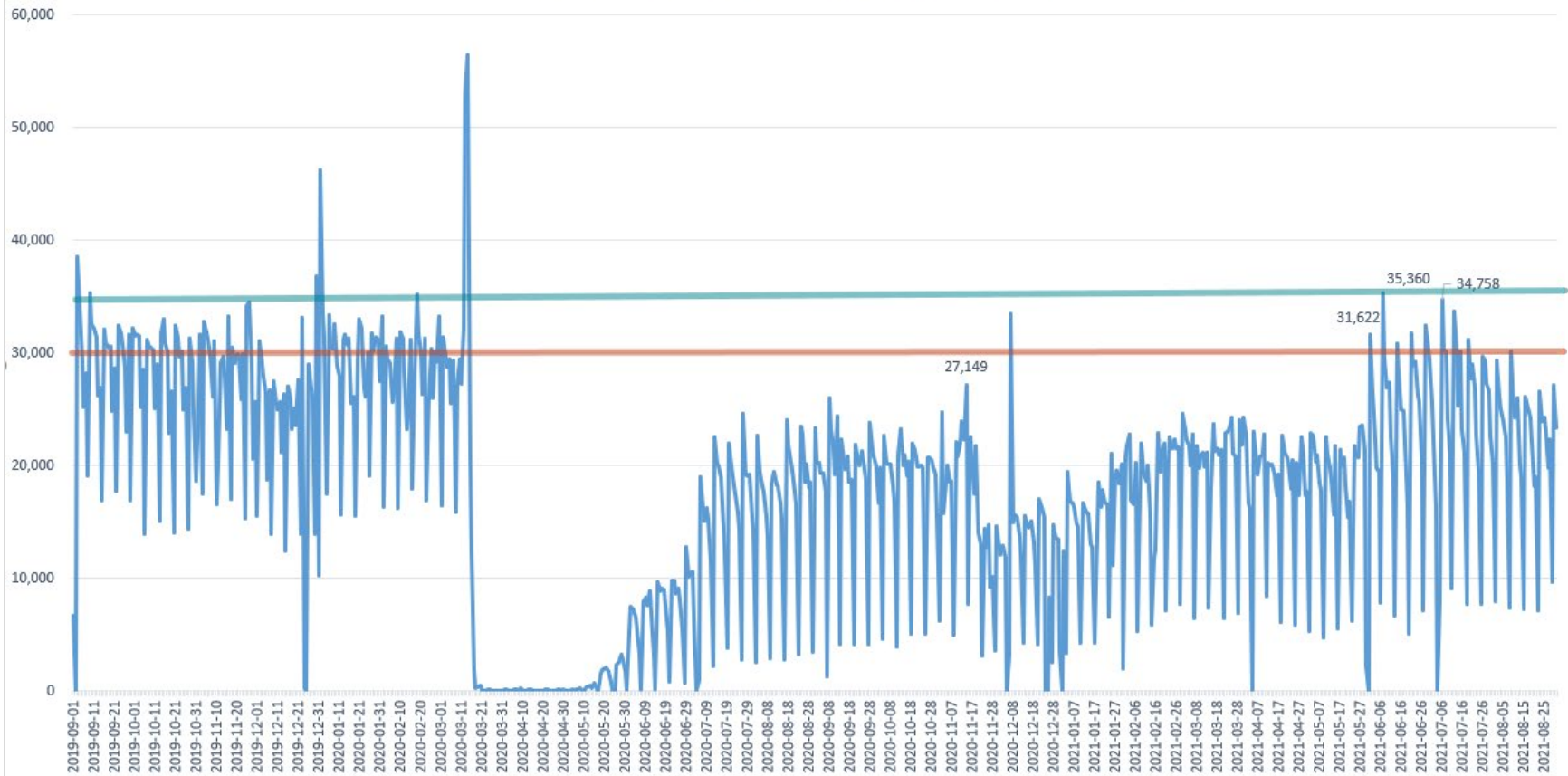
A look at the numbers

Starting with this operations report, we will be compiling statistics as of the end of the prior month. As board meetings occur near the mid-end of the month, during COVID, we wanted to provide as late-breaking data as possible. Moving to monthly reporting allows more consistency in our process of compiling and presenting this data.

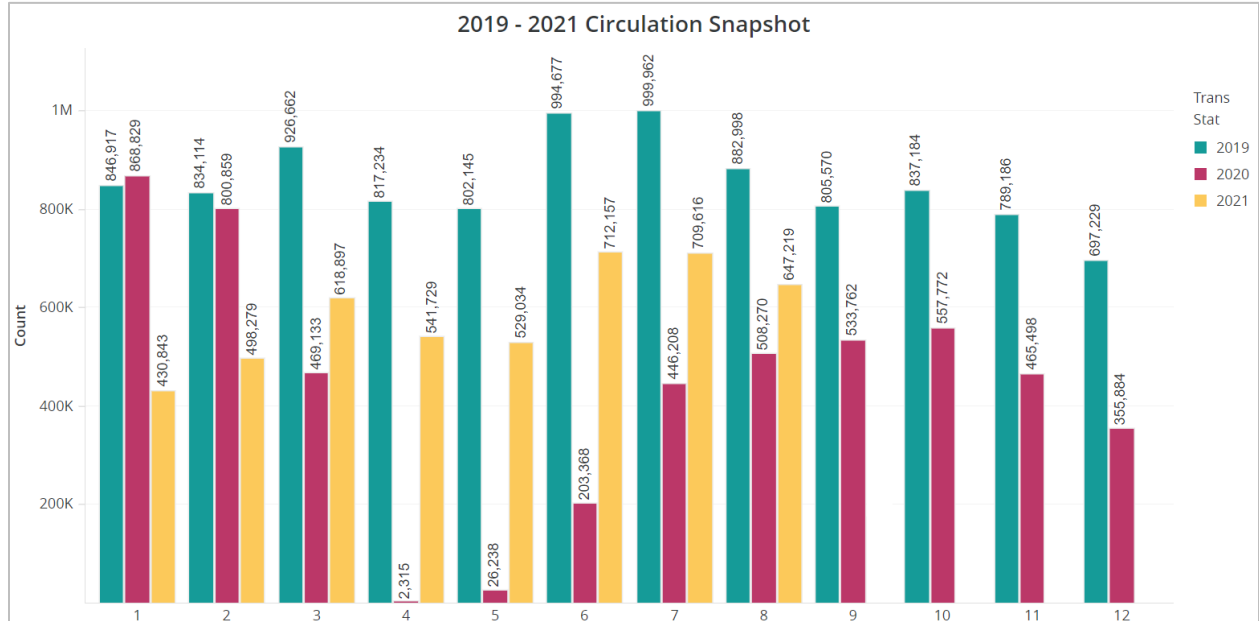
Circulation

Mondays continue to be the peak day for circulation through the summer. End of summer shows a decrease in circulation, not unlike typical summer months with August lagging June and July circulation. Our summer circulation peaks were on par with pre-pandemic 2019 autumn circulation. Of note in all comparison of circulation counts is the addition of our 3 newest libraries in December 2020. Their circulation represents approximately 5% of the total SWAN circulation. So, comparing 2021 circulation with 2019, consider this addition which makes our current circulation appear closer to pre-pandemic numbers than it would be if factoring in the 2019 libraries.

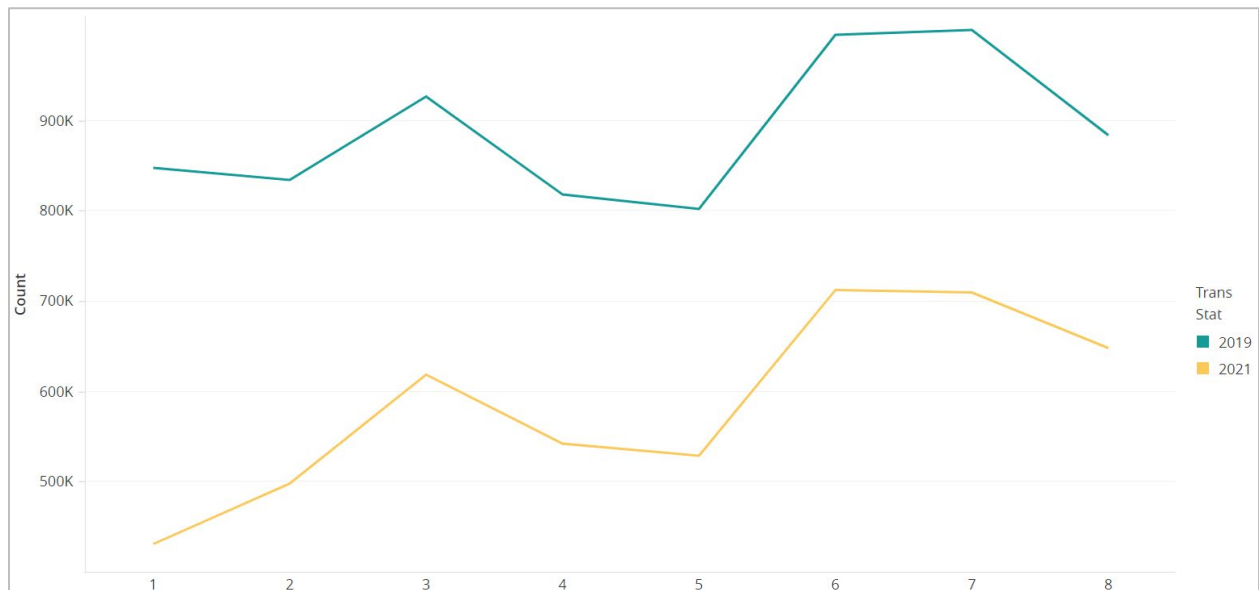
Checkouts 9/1/2019 - 8/31/2021 [100 SWAN Libraries]



Comparison of circulation, from January 2019 to August 2021, shows the month-to-month pattern of circulation over the pre-pandemic (2019), pandemic (2020), and current year(2021).



Circulation counts may be down, but trendlines showing activity for January-August 2019 and January-August 2021 are quite similar. Activity peaks in March, June and July.



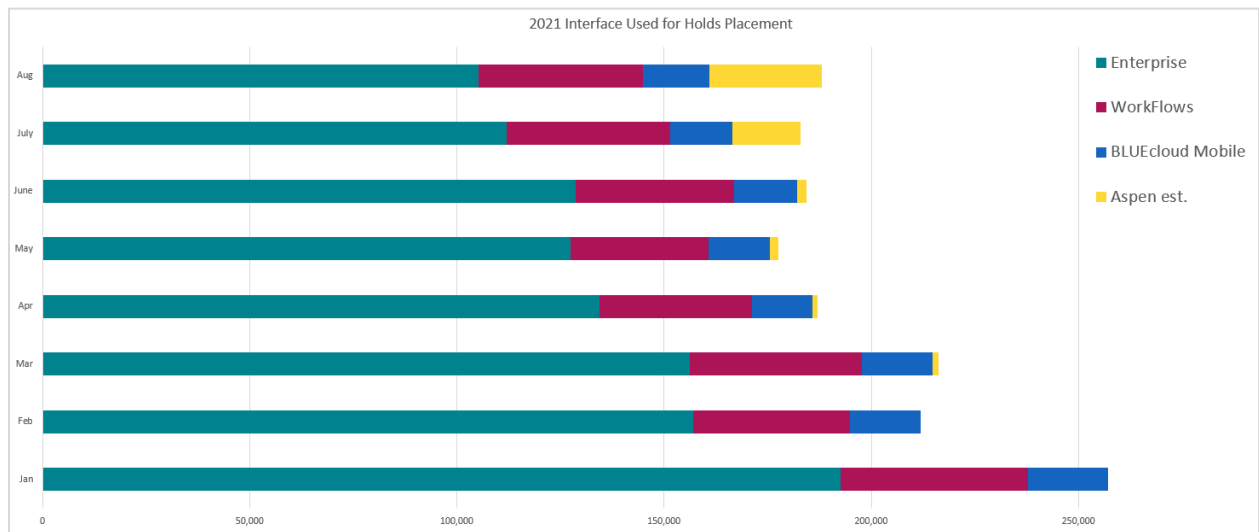
Hold

Extrapolating holds data we can estimate the percentage of holds placed through the Aspen catalog. We have submitted an enhancement request to add a hold comment which will allow more accurate counts.

Looking at Aspen use since March 2021, when many pilot libraries promoting their beta catalogs, the percentage of holds placed through Aspen have grown significantly. In August, Aspen holds accounted for 18% of holds placed by patrons. We will continue to track these trends. It appears patrons are placing more holds through Aspen. This could be related to the enhanced recommendations and “while you wait” suggestions.

Hold Client	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	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	128,638	111,989	105,235	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	38,324	39,465	39,607	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	15,227	14,957	15,980	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	3,000	3,000	1,600	2,000	2,200	1,800	30,039
Unknown	246	146	22	11	143	114	121	259	451	931	307	0	30	16	23	166	9	143	22	2,820
Bookmyne	317	95	11	18	41	167	129	185	212	97	88	93	73	59	77	107	50	42	101	1,662
SIP2	27	31	0	0	0	9	18	12	18	2	0	1	6	2	3	0	3	3	4	129
BLUEcloud Circ	14	20	0	0	12	3	21	1	2	5	2	6	1	2	0	0	3	5	4	89
Aspen est.														1,452	1,307	1,978	2,247	16,443	27,238	2,759
	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	186,501	185,247	189,991	2,588,956
% Placed by Patron	75%	78%	98%	90%	88%	81%	80%	81%	81%	84%	83%	83%	82%	81%	81%	81%	79%	79%	79%	82%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	8%	8%	9%	8%	9%	9%	9%	9%	9%	9%	9%	9%	8%

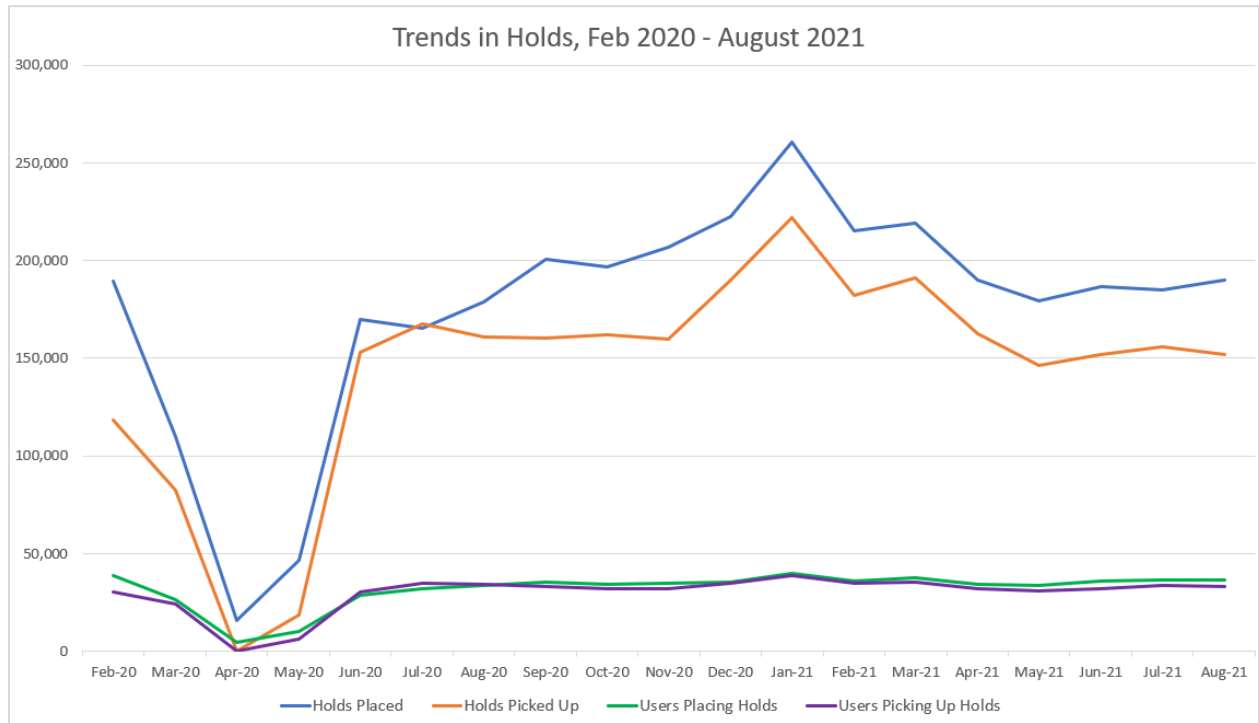
Number of holds placed in June rose a bit after three months of decline. The growth in holds placed through Aspen is noticeable (yellow).



Although circulation counts in August dipped, the number of holds placed by patrons increased. The consistency of the number of *Users Placing Holds* and *Users Picking Up Holds* (~35,000) is significant. Should this population be targeted for promotions, marketing, research, and feedback?

	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
May-21	179,427	146,370	33,576	30,932
Jun-21	186,501	151,889	35,883	32,236
Jul-21	185,247	156,103	36,550	33,650
Aug-21	189,991	151,677	36,469	33,130

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

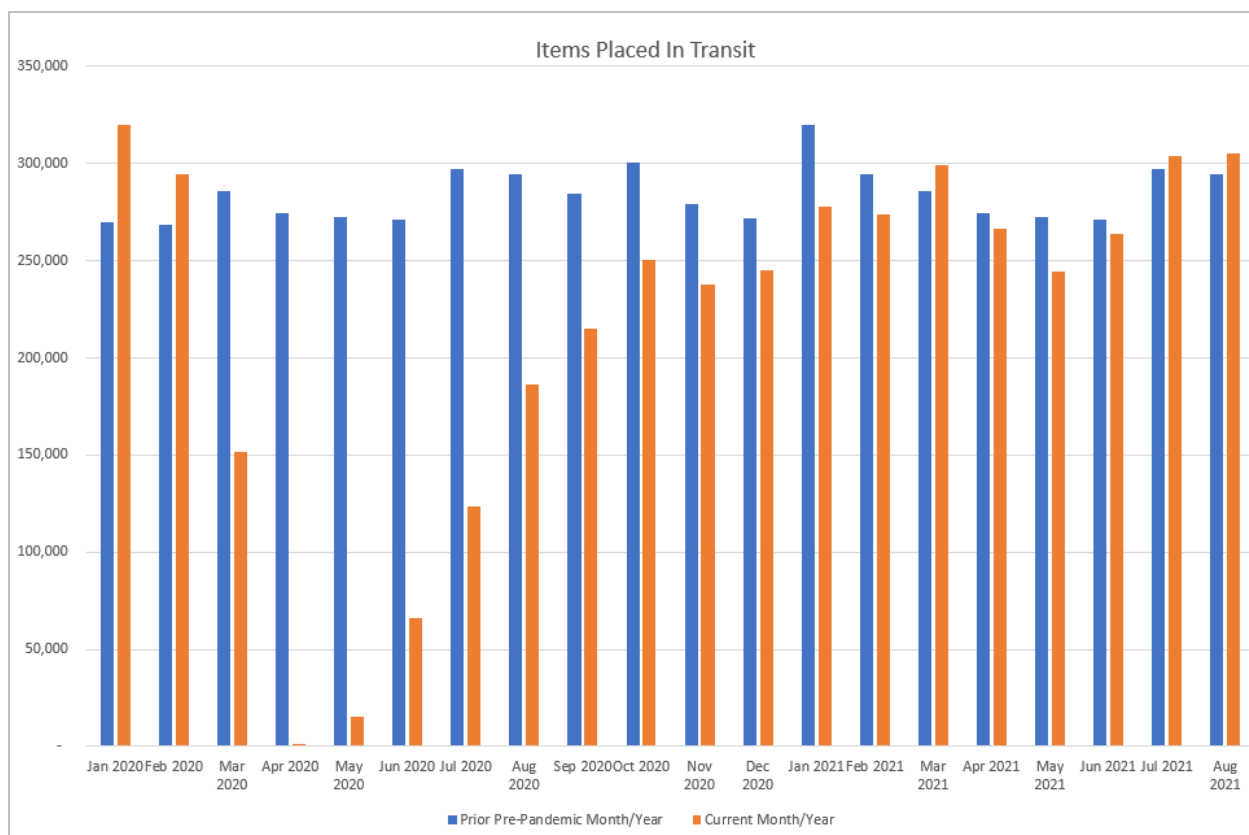


Transits – Resource Sharing

Items transited from SWAN libraries to other SWAN libraries has surpassed pre-pandemic volumes.

SWAN hE - Transit Item to Another Library Statistics			
	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%
Jun 2021	270,908	263,769	-3%
Jul 2021	296,871	303,897	2%
Aug 2021	294,591	305,543	4%
	5,679,720	4,341,947	-24%

With holds remaining steady, and a potential that patrons will place more holds in the future, the transit/delivery numbers reflect the importance of resource sharing in the consortium.



SWAN Bibliographic Services (Scott Brandwein)

Diversity, Equity & Inclusion in Metadata Task Force

Subject Headings

This group has come to a decision regarding a two more terms present in subject headings that SWAN will address. Unlike the previous batch of terms (“Illegal aliens” and “aliens”), the terms we discussed do not present an objectively problematic hurdle and instead are simply not serving our communities as well as they can.

The first term is “transsexuals”. The Library of Congress Subject Heading (LCSH) database defines the terms “transgender” and “transsexual” in a way that are nearly interchangeable, and practical application of the terms in OCLC and the SWAN catalog reflect this ambiguity. The Task Force did some reading and found that opinions are mixed on these terms, but a not insignificant portion of the trans community considers both terms to be distinct and useful.

At the same time, 1) it is clear that “transgender” is more commonly applied colloquially and in our bibliographic database, and 2) we need to address the ambiguous split in terminology. Our solution is to supplement all instances of the term “transsexual” in our subject headings with the equivalent heading reading “transgender”. For example, the subject “Children of transsexual parents” in a record should also trigger the addition of the heading “Children of transgender parents.” This will ensure that access is given to all records when the common term “transgender” is searched, but catalogers are free to

continue using the (more specific) term “transsexual” if it better describes the resource. The “transgender” equivalent heading is nearly always an already-established LCSH heading.

The second term we discussed is “sexual minorities”, which appears in dozens of headings. This is not a term patrons are familiar with. It’s definition in LCSH aligns with most people’s understanding of “LGBTQ people”. The Task Force looked at search tendencies using SWAN’s Google Analytics and found that “LGBTQ people” is a frequent search term that may not be bringing up expected results. We will supplement all instances of “sexual minorities” with the term “LGBTQ people” in the same way we are handling the “transsexual” headings. The resulting headings do not appear in LCSH, so we will tag them as local terms when necessary.

Homosaurus

The Task Force has decided to adopt the Homosaurus subject vocabulary as an optional way for member staff to enhance access to resources by and for LGBTQ people. The vocabulary contains subjects and genres that help to describe resources that would otherwise receive the same small handful of Library of Congress subject and genre terms. We also discussed this topic with Cataloging Advisory, who agreed that this would be a useful tool to have at our disposal. We have come up with some recommendations for use and will announce this to the membership as soon as the documentation is finished.

Cataloging Advisory

Cataloging Advisory met on September 2nd in a brief, largely informational meeting. Aside from an overview of the DEI topics mentioned above, we discussed putting a framework in place to better mediate what serials will become Weeklies (i.e. titles that receive a new bibliographic record every year) and what serial can stop receiving this treatment. SWAN needs to continue crunching numbers to find the answer to this question.

The final bit of our discussion was meant to prepare our catalogers for the conversations we will need to have as SWAN gets used to the Aspen catalog. Topics like item categories, use of uniform titles, foreign language cataloging, and grouping of multiple editions on a single bibliographic record are all subject to major revision in local practice. Aspen interacts with our data in so many new ways that afford us opportunities to refine the search experience even more.

Oak Lawn Public Library

Oak Lawn has joined us once again as an OCLC Cataloging Library. Their new department head of Technical Services, Jenny Bean, expressed an interest in submitting cataloging earlier in the summer. We have met with them to reorient staff to the expectations and standards that have changed in recent years and are excited to have their expertise enhancing our bibliographic database even further.

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 August, there were 90 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	49	88	49	71					
Copy 2021*	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916					

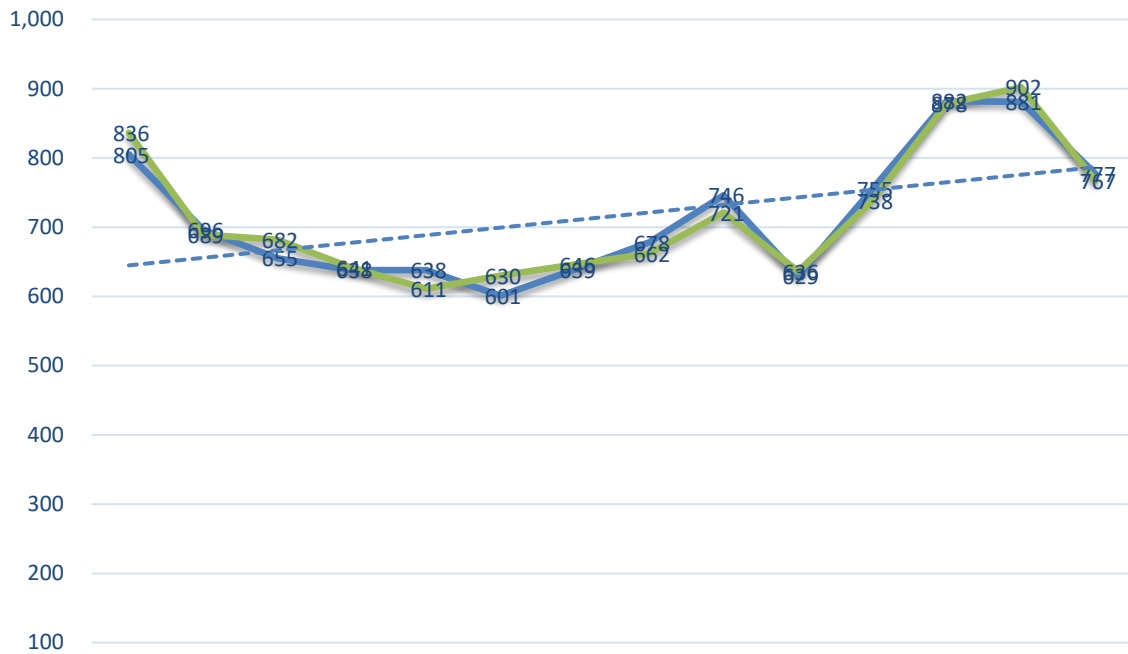
* In January 2021, one of our Bibliographic Services Support Specialists reduced hours from 37.5 to 19.5 per week.

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

Notable support ticket trends for the last two months included Symphony 3.7.1 upgrade questions and client assistance, several hold map changes, and several Kanopy group purchase and Aspen navigation questions that were answered by the UX team. Coordinating through tickets, Vickie and Michael consulted with “Fine Free for Now” libraries to determine a permanent option in place of the temporary COVID-19 circ rules. Rudy and Steven started to field SonicWall hardware upgrade consultations for several libraries. Also notable was an outage at the RAILS datacenter on 7/22 which impacted L2 authentications, affecting the SWAN support site and OTRS. BLUEcloud Analytics encountered harvest issues on several days in the past two months resulting in delayed report delivery and occasional access issues.

SWAN Support Tickets July 2020 - August 2021



	Jul	Aug	Sep	Oct	Nov	Dec	Jan-21	Feb	Mar	Apr	May	June	July	Aug
Opened	805	696	655	638	638	601	639	678	746	629	755	882	881	777
Closed	836	689	682	641	611	630	646	662	721	636	738	878	902	767

Tickets Submitted to SWAN

Aspen Project

- ProPay integration testing and assistance with coordination – Steven with Dawne and Aaron (Admin), Tara (UX), Mark Noble (ByWater)
- Library login setup and coordination – Dave with Tara (UX)

Vendor Integrations

- D-Tech library locker setup & pseudo library support for Downers Grove – Ian, Steven, Michael
- Lyngsoe Automated Materials Handler setup for Brookfield – Ian, Steven

General Projects

- Library Fine Free consultations and configuration – Vickie, Michael
- Fine Free for Now policy cleanup and member consultation – Vickie, Michael
- September 1st COVID-19 Symphony policy changes and reversions – Vickie, Michael, Dave
- Symphony 3.7.1 upgrade, communication, installation support – Ian, Michael, Steven
- BLUEcloud Mobile Self-Checkout setup by request – Ian, Dave
- SonicWall End of Life (EOL) hardware upgrades – Rudy
- Brookfield facility move – Michael, Vickie with Dawne (Admin)
- Quail Ridge hardware inventory, laptop upgrade cleanup – Ian

- Web Services 6.2, 6.2.1 upgrade, testing, and release notes review – Steven, Rudy
- Patron Purge coordination, communication, and initial processing – Dave, Vickie, Steven with Dawne (Admin)
- SWAN support site content review (IT content) – Steven, Vickie, Michael, Ian
- BLUEcloud Analytics generic login migrations – Vickie
- Credit card swipe installation for Calumet City – Dave
- Acquisitions fiscal cycle cleanup – Vickie with Sam (Bib Svcs) and Dawne (Admin)
- Patron record personally identifiable information (PII) cleanup – Dave
- Phishing and security tool assessments – Steven, Rudy, Ian

SonicWall End of Support Firewall Hardware

Rudy began reaching out to libraries with SWAN-maintained End of Support (EOS) or near EOS SonicWall network hardware in an initiative to replace ageing and potentially unsecure units by next spring. Directors for the affected libraries would have received an email on 9/2 detailing options and replacement hardware ranging from \$695 to \$1095 (MSRP) depending on library size and previous hardware. The director or designated staff can then reach out to SWAN IT to consult on options and schedule the on-site upgrade. Because there are many libraries needing an upgrade, the team has chosen to start immediately to ensure flexibility in scheduling the on-site installations. This project closely relates to the security risk assessment as this hardware is likely to be flagged as a vulnerability.

Security Initiative

The Sikich Information Security Risk Assessment was approved during the September 2nd Quarterly. The IT team is anxious to get started and has proactively started gathering documentation and evaluating security awareness tools that will work in conjunction with the assessment, such as KnowBe4 and Iron Scales; both of which were recommendations from our libraries and library contractors. As of 9/10, a Sikich Cybersecurity Project Manager has been assigned to the project and we’re waiting on scheduling for a kickoff meeting.

Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
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)
7/15/2021	381,491	97.86% (373,312)	0.13% (479)	0.00% (14)
8/20/2021	425,380	96.86% (412,016)	0.09% (378)	0.00% (6)
9/10/2021	403,327	97.64% (393,825)	0.08% (317)	0.00% (13)

Phone Notice Tracking

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)

7/15/2021	7636	96.56% (7373)	3.44% (263)
8/20/2021	9366	96.48% (9036)	3.52% (330)
9/10/2021	5594	96.53% (5400)	3.46% (194)

Outage Tracking (as of 9/10/2021)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
7/18/2021	21:23	12	Symphony	Yes	No	Planned system patching.
7/27/2021	21:18	10	Symphony	Yes	No	System backup prior to scheduled Symphony upgrade.
7/28/2021	1:21	203	Symphony	Yes	No	Symphony server upgrade to version 3.7.1.

SWAN User Experience (Tara Wood)

Aspen rollout

The kickoff meeting for the first training cohort was August 30th, with 38 libraries. The schedule for the second cohort has been announced as well, with a kickoff meeting on January 10th, 2022.

Development progress

Initial development for the ProPay (fines payment) integration is complete and tested in a test environment. While development from ByWater Solutions is complete and ready within Aspen, this work cannot be activated in production without distribution of production keys for each library from ProPay. We're currently awaiting production keys from ProPay so that we can complete the configuration and test in production.

Upcoming development priorities include:

- Adding the 590 field as a fallback to the format algorithm.
- Permissions changes that will allow staff to masquerade as a patron, whether they have logged in or not, and allow patrons to reset their PIN in Aspen if they have never logged in
- Adding a comment on holds placed in Aspen that would allow an accurate comparison between holds placed in Aspen and holds placed elsewhere
- Synonyms when searching numbers, e.g. "4" and "four"
- Better handling of special characters, like an ampersand and "and"
- Allow for restricting hold pickup location by patron profile, so that the Bensenville Schools can limit hold placement to staff and teachers
- Additional permissions improvements
- Development around the new version of the Overdrive API, which will not allow a download directly from the catalog – patrons will be directed to a separate interface

Beginning in the September meeting, DUX will work on prioritizing enhancement requests which can be found on the support site: <https://support.swanlibraries.net/help/known-issues>

BLUEcloud Circulation

Crystal is preparing to implement BLUEcloud Circulation for all Circulation Advisory members to gather more feedback to provide to SirsiDynix. She is currently working on a journey map to outline the pain points in key processes, such as holds placement; identifying a training curriculum; and working with IT to create logins for members.

Kanopy

50 libraries are receiving a 5% discount on Kanopy, with the potential to go up to 10% if additional SWAN libraries sign up for Kanopy over the next year. Robin is coordinating a training for the new Kanopy libraries – once the date is finalized, they will announce to the membership.

Curriculum development

The contract for the Inquisiq Learning Management System has been finalized, and Crystal is working with Dawne to set up and develop a plan to manage the system. Crystal will serve as the LMS administrator going forward. Our self-paced courses will be housed in a learning management catalog, allowing course completion to be tracked and enrollments managed.

RAILS Voluntary Product Accessibility Template (VPAT) page

Over the past several months, Robin has worked with RAILS and library staff to develop a VPAT database on the RAILS website. 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. This resource will help libraries identify whether or not a vendor is working to meet accessibility standards for people with disabilities, which an important equity, diversity, and inclusion initiative. The page launches September 8th.

Web accessibility training with Deque

Robin is leading a training in web accessibility with Deque Systems, Inc. on September 21st. This training is funded by a RAILS Equity, Diversity and Inclusion Training Grant.

Support site improvements

Following the support site content review, we launched a new page for training recordings. Tara worked with Dawne, Crystal, and Claudia to develop a new content type and offer a better browsing experience by topic. In addition, we improved the display of search results throughout the site to make it clearer whether a result is a training, documentation, news item, etc.

Tutorials & Training Resources

Enter terms Retain current filters

Acquisitions Training

Acquisitions Overview
Webinar 80 minutes
 Added Aug 21, 2019

Serials Training

Serial Control Document was last saved: Just now
Webinar 80 minutes
 Last updated Jul 16, 2019

Demystifying Serials
Self-Paced Interactive Training 60 minutes
 Added Apr 1, 2021

Advanced Serials
Self-Paced Interactive Training 60 minutes
 Added Jul 17, 2021

Serials Call Number
Webinar 35 minutes
 Added Mar 3, 2021

Cataloging Training

Creating Pre-Cats
Webinar 75 minutes
 Added Mar 17, 2020

Circulation Training

Learn Circulation Basics
Self-Paced Interactive Training 75 minutes
 Added Mar 22, 2021

Continuing education

Robin completed a course through Library Juice Academy, “Accessibility from Legal Compliance to Disability Justice”, in support of their work on the VPAT page and the Deque training.

EBSCO Group Purchase Year 1 Statistics

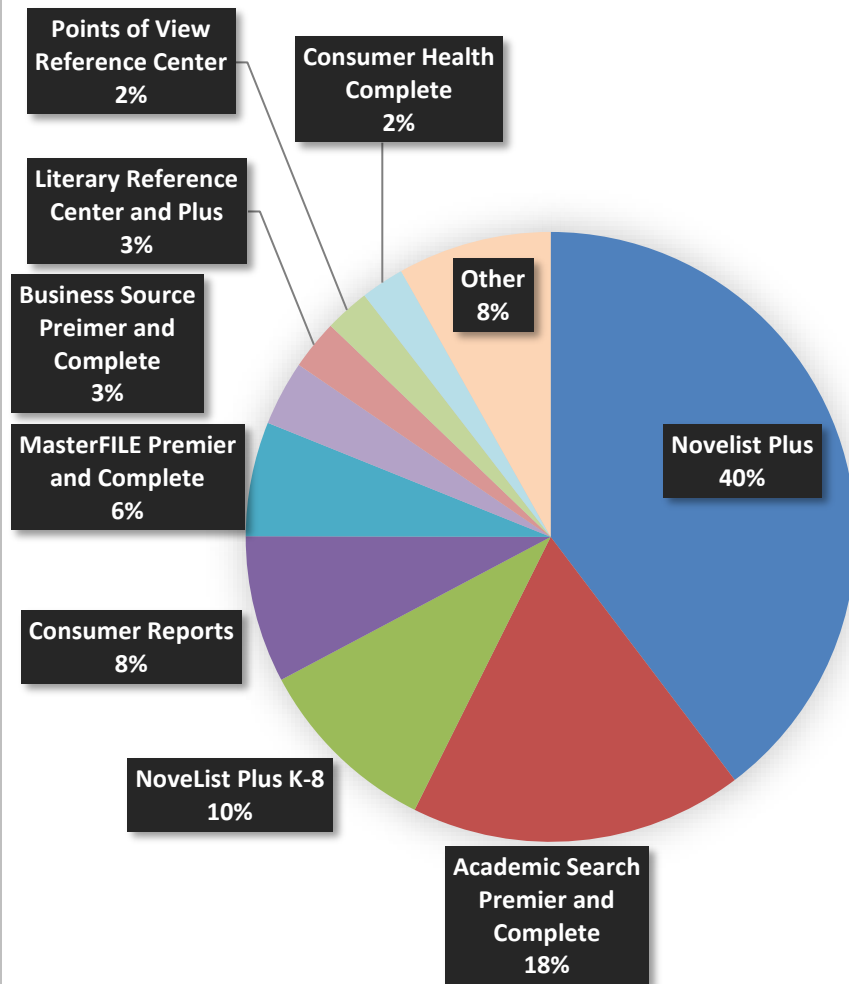
Robin compiled an analysis of the first year of the EBSCO group purchase, from July 2020 through June 2021. This set of statistics includes all 95 public libraries that participated in the first year of the group purchase, so keep in mind that we could potentially see an increase in cost-per-use and decrease in usage in year two, which reflects the 11 libraries that opted out.

These statistics reflect “Total Item Investigations”, which is a download of a full-text article. Consumer Reports and Auto Repair Source statistics use “Sessions” which is a log-in and use of the resource. These metrics are the closest equivalent to a checkout of a physical item; there is also the option to measure clicks, which would provide much higher numbers, but the metrics represented here give the truest picture of use.

Database	Totals
Novelist Plus	101197
Academic Search Premier and Complete	45083
Novelist Plus K-8	25192
Consumer Reports	19886

MasterFILE Premier and Complete	15466
Business Source Premier and Complete	8761
Literary Reference Center and Plus	6723
Points of View Reference Center	6048
Consumer Health Complete	5866
Hobbies & Crafts Reference Center	3178
History Reference Center	2864
Legal Information Reference Center	1878
Newspaper Source Plus	1877
Primary Search	1527
Science Reference Center	1360
Small Business Reference Center	1318
Middle Search Plus	1232
Auto Repair Source	1230
Nonfiction Core Collection (H.W. Wilson)	1011
Education Research Complete	985
Biography Reference Bank (H.W. Wilson)	799
Middle and Junior High Core Collection (H.W. Wilson)	355
Fiction Core Collection (H.W. Wilson)	325
Read It!	237
Home Improvement Reference Center	220
Children's Core Collection (H.W. Wilson)	111
Public Library eBook Collection (EBSCOhost)	83
Vocational and Career Collection	78
Small Engine Repair Reference Center	73
Senior High Core Collection (H.W. Wilson)	60
Religion & Philosophy Collection	3
Poetry & Short Story Reference Center	0

Percentage of Total Use



A major goal of the SWAN EBSCO group purchase was to provide a set of standard reference resources for all SWAN libraries, especially as many libraries are focusing physical collection development efforts around popular resources. In the pie chart above, you can see that the “other” category – which includes any resources with 1% or less of total usage, totaling 20,804 uses – roughly matches total use of Consumer Reports, widely considered a popular resource that many libraries opt to provide their patrons. This is a major advantage of a group purchase bundle: For the cost of a few popular resources, the vendor includes additional niche resources that, in aggregate, find as much use as popular resources.

Also of note is that academic resources found a significant amount of use. Academic Search Premier and Complete accounted for 18% of total use while MasterFile Premier and Complete accounted for 6% of use. Together they account for three times as much use as Consumer Reports – demonstrating that SWAN patrons are using databases for research purposes.

Below, you can see the cost-per-use in aggregate, and without Novelist Plus, which makes up a significant portion of use. While circulation of physical items and database use is not a one-to-one comparison, we have also included the estimated cost-per-use of books SWAN-wide based on item type and item cost under \$100 to eliminate incorrect price data and high-cost items, such as library-of-things materials, that may have a high cost-per-use.

EBSCO Database Cost-Per-Use

	EBSCO YR1	Full text borrows	Cost Per Use
EBSCO databases, full package	\$ 420,000.00	255026	\$ 1.65
EBSCO databases, excluding Novelist Plus	\$ 420,000.00	153829	\$ 2.73

SWAN Book Item Types Cost-Per Use

Limited to items with a cost between \$1 and \$100 and created since 1/1/2015 to account for potential incomplete migration data. When including all regardless of item created date, cost per use is \$2.78.

Count (Item Id)	Sum (Item Lifetime Renewals)	Sum (Item Lifetime Checkout)	Sum (Item Price)	Total Circ	Cost Per Use
2,814,011	8,392,871	14,761,162	53,658,019	23,154,033	\$2.32

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Thursday, July 1, 2021		SWAN FY21 Budget goes into effect.
Friday, July 23, 2021	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.
Friday, August 20, 2021	Regular SWAN Board Meeting	Decision if meeting will meet a quorum
Friday, August 20, 2021	SWAN Expo	CANCELLED Annual conference at Moraine Valley Community College
Thursday, September 2, 2021	Quarterly	Introduce new SWAN Board members
Wednesday, September 15, 2021		RAILS LLSAP Funding application due
Friday, September 17, 2021	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
October		RAILS reviews LLSAP grant applications and determines awards
Friday, October 15, 2021	Regular SWAN Board Meeting	Aaron begins work on FY23 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 19, 2021	Regular SWAN Board Meeting	Board accepts FY21 audit.
		Aaron to bring FY23 Budget draft; Board discuss Fees and determines next steps.
		Set Board approves meeting dates for 2022 calendar.
Thursday, December 2, 2021	Quarterly	Announce FY23 Budget Process
Friday, December 17, 2021	Regular SWAN Board Meeting	Review of FY23 Budget Draft.
		Approve FY23 LLSAP grant agreement
Monday, January 31, 2022		Signed LLSAP grant agreements due to RAILS
Friday, January 21, 2022	Regular SWAN Board Meeting (TBD)	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.
	SWANcom	Board present draft budget to membership.
January 2022 (TBD)	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
February 2022 (TBD)	Membership Meeting	Meeting to discuss FY21 budget, fees, and reserves worksheet.
February 2022 (TBD)	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 3, 2022	Quarterly	Roll call vote to approve SWAN budget. Announce Board election process.
March 2022 (TBD)	Regular SWAN Board Meeting	Determine if Personnel Committee meeting is needed.
		Ratify budget

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
March 2022 (TBD)	Personnel Committee [if needed]	SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.
April 2022 (TBD)	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 2022 (TBD)	SWANcom	Announce election info.
May 2022 (TBD)	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).
June 2022 (TBD)	Regular SWAN Board Meeting	Review/Write Off Allowance for Doubtful Accounts
		RAILS provides FY24 consortial support grant applications to consortia.
		Director Evaluation - Provide results and discuss (Executive Session).
Thursday, June 30, 2022		OCLC State-wide Group Services Agreement Ends