SWAN BOARD MEETING AGENDA

October 22, 2021 9:30 a.m.
Thomas Ford Memorial Library
800 Chestnut Street
Western Springs, IL 60558-1430

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 October 22, 2021 SWAN Board Meeting Agenda

    RESOLVED, THAT THE SWAN BOARD ACCEPTS THE OCTOBER 22, 2021 SWAN BOARD MEETING
    AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, September 2021   (Exhibit pgs. 3-9)

    a. Balance sheet and detail of expenditures for September 2021
    b. Approval of the payment of bills for September 1, 2021 through September 30, 2021 in the
        amount of $53,878.17

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

5. Action Item – Acceptance of the September 17, 2021 SWAN Board Meeting Minutes (Exhibit pgs. 10-13)

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

6. Reports
    a. Board President Report
    b. Executive Director Report   (Exhibit pgs. 14-18)
    c. Operations Report   (Exhibit pgs. 19-36)
    d. Treasurer Report
    e. Board Calendar (Exhibit pgs. 37-38)

7. Discussion Item – SWAN Fiscal year 2023 budget priorities & analysis   (Exhibit pgs. 39-58)

8. Adjournment

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 September 30, 2021

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	$ 1,125,704.99
Hinsdale Bank - MM - 5010	983,230.54
Propay Funds	$ 42.86
Total Cash and Cash Equivalents	$ 2,108,978.39
Current Assets	
Accounts Receivable	24,282.35
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	2,537.76
Spares Inventory	1,732.50
Total Current Assets	$ 52,019.69
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	$ 2,182,192.99
LIABILITIES	
Current Liabilities	
Deferred Revenue	$ 1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	82,214.00
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	$ 275,326.52
Long Term Liabilities	
Total Liabilities	$ 275,326.52
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,237,560.37
Total Beginning Net Assets	2,262,362.37
Current YTD Net Income	(355,495.90)
Total Fund Balance	1,906,866.47
Total Liabilities and Fund Balances	$ 2,182,192.99

Statement of Revenue and Expenses Summary
For the 3 Months Ended September 30, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$2,631.73	$732,248.64	$2,921,563.44	$ 2,189,314.80	25.06%
4100 - Membership Reimbursements	-	431,441.00	463,984.00	32,543.00	92.99%
4200 - Reimbursement for Losses	-	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	16.38	57.59	2,000.00	1,942.41	2.88%
4600 - Reserve Fund Transfer	-	-	90,000.00	90,000.00	0.00%
Total Revenue	2,648.11	1,313,100.69	4,031,138.44	2,718,037.75	32.57%
Expenses					
5000 - Salaries & Wages	161,404.30	374,941.72	1,546,800.00	1,171,858.28	24.24%
5020 - Personnel Benefits	34,933.96	105,138.41	500,000.00	394,861.59	21.03%
5100 - Building & Grounds	10,781.25	43,657.08	125,854.00	82,196.92	34.69%
5200 - Professional Development	-	579.18	16,200.00	15,620.82	3.58%
5300 - Membership Development	101.36	149.52	2,000.00	1,850.48	7.48%
5400 - Information & Technology Services	10,209.50	675,033.51	1,267,800.00	592,766.49	53.24%
5500 - General Office	581.40	711.49	3,000.00	2,288.51	23.72%
5600 - Hardware & Equipment	208.65	1,302.62	4,700.00	3,397.38	27.72%
5700 - Insurance	7,926.00	10,261.03	9,400.00	(861.03)	109.16%
5800 - Contractual Services	2,877.45	13,085.34	103,060.00	89,974.66	12.70%
5900 - Library Materials & Content	-	442,493.87	485,584.00	43,090.13	91.13%
6000 - Interest & Fees	447.03	1,242.82	3,740.00	2,497.18	33.23%
6100 - Other Expenses	-	-	4,522.00	4,522.00	0.00%
Total Expenses	229,470.90	1,668,596.59	4,072,660.00	2,404,063.41	40.97%
Excess Revenues less Expenses	$ (226,822.79)	$ (355,495.90)	$ (41,521.56)	$ 313,974.34	

Statement of Revenue and Expenses
For the 3 Months Ended September 30, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 2,631.73	$ 732,248.64	$ 2,917,863.44	$ 2,185,614.80	25.10%
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	0.00	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	16.38	57.59	2,000.00	1,942.41	2.88%
4600 - Reserve Fund Transfer	0.00	0.00	90,000.00	90,000.00	0.00%
Total Revenue	2,648.11	1,313,100.69	4,031,138.44	2,718,037.75	32.57%
Expenses					
5000 - Salaries & Wages	161,404.30	374,941.72	1,546,800.00	1,171,858.28	24.24%
5021 - FICA Expense	11,693.20	27,166.67	118,400.00	91,233.33	22.94%
5022 - State Unemployment Insurance	0.00	(6,580.00)	0.00	6,580.00	0.00%
5023 - Worker's Compensation	0.00	896.73	3,000.00	2,103.27	29.89%
5024 - Retirement Benefits	10,143.60	35,584.34	140,900.00	105,315.66	25.26%
5025 - Health, Dental, Life And Disability Insurance	13,097.16	48,070.67	234,600.00	186,529.33	20.49%
5026 - Tuition Reimbursements	0.00	0.00	2,500	2,500.00	0.00%
5085 - Staff Wellness	0.00	0.00	600.00	600.00	0.00%
5110 - Rent/Lease	9,430.01	37,720.04	110,104.00	72,383.96	34.26%
5120 - Utilities	449.24	3,856.79	5,700.00	1,843.21	67.66%
5130 - Property Insurance	642.00	1,058.25	0.00	(1,058.25)	0.00%
5140 - Repairs & Maintenance	0.00	177.00	1,050.00	873.00	16.86%
5150 - Custodial Service & Supplies	260.00	845.00	9,000.00	8,155.00	9.39%
5220 - Staff Meetings	0.00	0.00	600.00	600.00	0.00%
5230 - Staff Professional Development	0.00	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	0.00	379.18	3,500.00	3,120.82	10.83%
5310 - Travel Reimbursement	101.36	149.52	800.00	650.48	18.69%
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	203.24	5,524.70	22,000.00	16,475.30	25.11%
5430 - Server Software Licensing	5,232.40	12,926.27	62,000.00	49,073.73	20.85%
5440 - Library Services Platform	0.00	567,080.19	1,036,800.00	469,719.81	54.70%
5450 - Data Management Services	563.70	12,093.54	27,500.00	15,406.46	43.98%
5460 - Information Subscription Service	0.00	65,876.50	76,600.00	10,723.50	86.00%
5470 - Subscription Support Services	2,093.99	3,077.39	9,900.00	6,822.61	31.08%
5480 - Telecommunications	1,596.17	3,169.07	20,400.00	17,230.93	15.53%
5490 - Group Purchases - Services	520.00	1,640.00	12,600.00	10,960.00	13.02%
5510 - Office Supplies	511.65	641.74	1,500.00	858.26	42.78%
5520 - Postage	69.75	69.75	1,500.00	1,430.25	4.65%
5610 - Equipment Rental/Maintenance	208.65	625.95	3,700.00	3,074.05	16.92%
5620 - Hardware	0.00	676.67	1,000.00	323.33	67.67%
5700 - Insurance	7,926.00	10,261.03	9,400.00	(861.03)	109.16%
5810 - Legal	0.00	0.00	5,000.00	5,000.00	0.00%
5820 - Accounting	1,030.00	2,060.00	17,560.00	15,500.00	11.73%
5830 - Consulting	0.00	0.00	38,000.00	38,000.00	0.00%
5840 - Payroll Service Fees	798.44	1,371.56	3,600.00	2,228.44	38.10%
5850 - Contractual Agreements	0.00	2,000.00	0.00	(2,000.00)	0.00%
5860 - Notification & Collection	1,049.01	7,653.78	38,000.00	30,346.22	20.14%

Statement of Revenue and Expenses
For the 3 Months Ended September 30, 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	447.03	1,240.17	3,700.00	2,459.83	33.52%
6020 - Merchant Account Fees	0.00	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	229,470.90	1,668,596.59	4,072,660.00	2,404,063.41	40.97%
Excess Revenues less Expenses	$ (226,822.79)	$ (355,495.90)	$ (41,521.56)	$ 313,974.34	

SWAN Library Services
Check Register
All Bank Accounts
September 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Comcast				8454	09/20/21	1,260.00
5480	Telecommunications	Comcast 9/15-10/14	1,260.00			
ComEd				8455	09/20/21	405.56
5120	Utilities	ComEd 8/17-9/16	405.56			
David Pacin				8456	09/20/21	101.36
5310	Travel Reimbursement	David Pacin - Glenwood Lynwood visit 9/14	50.51			
5310	Travel Reimbursement	David Pacin - Calumet City visit 7/30	50.85			
ICS Learning Group				8457	09/20/21	1,350.00
5470	Subscription Support Services	ICS Learning Group	1,350.00			
Lauterbach & Amen, LLP				8458	09/20/21	1,030.00
5820	Accounting	Lauterbach & Amen, LLP August	1,030.00			
LIMRiCC				8459	09/20/21	20,914.70
5025	Health, Dental, Life And Disability Insurance	LIMRiCC	20,914.70			
Marcive, Inc.				8460	09/20/21	563.70
5450	Data Management Services	Marcive, Inc. METP	563.70			
Nicor Gas				8461	09/20/21	43.68
5120	Utilities	Nicor Gas 8/13-9/14	43.68			
Reliance Standard Life Insurance Co.				8462	09/20/21	905.30
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. Oct.	905.30			
Unique Integrated Communications, Inc.				8463	09/20/21	780.00
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee August	780.00			
Unique Integrated Communications, Inc.				8464	09/20/21	8.95

SWAN Library Services
Check Register
All Bank Accounts
September 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5860	Notification & Collection	Unique Integrated Communications, Inc. Material Recovery	8.95			
Unique Integrated Communications, Inc.				8465	09/20/21	260.06
5860	Notification & Collection	Unique Integrated Communications, Inc. Notices - August	260.06			
Wellness Insurance Network-WIN				8466	09/20/21	171.00
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN	171.00			
Selective Insurance				8467	09/21/21	642.00
5130	Property Insurance	Selective Ins. 10/1/21-10/1/22	642.00			
Unique Integrated Communications, Inc.				8468	09/21/21	550.00
5490	Group Purchases - Services	Unique Integrated Communications, Inc.	550.00			
Unique Integrated Communications, Inc.				8468	09/21/21	(550.00)
5490	Group Purchases - Services	Unique Integrated Communications, Inc. - Void	-550.00			
Unique Integrated Communications, Inc.				8469	09/27/21	520.00
5490	Group Purchases - Services	Unique Integrated Communications, Inc. curbside	520.00			
First Bankcard				50105	09/14/21	7,177.50
5420	Application Software Licensing	Mailchim 8-10	38.24			
5420	Application Software Licensing	Mydirectvote - online voting 8-10	165.00			
5430	Server Software Licensing	Microsoft 7-19	421.82			
5430	Server Software Licensing	Microsoft 8-14	427.45			
5430	Server Software Licensing	Microsoft Usage 7-20	3,781.13			
5430	Server Software Licensing	Microsoft Azure 7-20	100.00			
5430	Server Software Licensing	Microsoft active directory 8-3	18.00			
5430	Server Software Licensing	Microsoft basic 8-4	24.00			
5430	Server Software Licensing	SmartyStreets 8-4	460.00			
5470	Subscription Support Services	logmein 7-20	100.00			
5470	Subscription Support Services	Webinar series on DE&I 8-20	258.24			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5470	Subscription Support Services	Sendgrid 8-4	362.42			
5470	Subscription Support Services	credit balance from prior period	-86.67			
5470	Subscription Support Services	logmein 7-17	110.00			
5480	Telecommunications	Microsoft domestic calling 8-3	288.00			
5480	Telecommunications	Grasshopper 7-25	48.17			
5510	Office Supplies	Amazon 8-08	230.00			
5510	Office Supplies	Amazon 8-14	63.34			
5510	Office Supplies	Amazon - masks for QR staff 8-11	32.24			
5510	Office Supplies	Amazon - spray bottles for QR staff 8-11	10.74			
5510	Office Supplies	SWAN printed envelopes 7-26	133.44			
5510	Office Supplies	Amazon - copy paper for QR 8-3	41.89			
5520	Postage	credit balance from prior period	-25.00			
5520	Postage	USPS- stamps 7-26	67.85			
5520	Postage	USPS - stamps 7-26	11.00			
5520	Postage	USPS - postage 7-29	7.95			
5520	Postage	USPS - postage 8-3	7.95			
5610	Equipment Rental/Maintenance	Genesis Technologies 7-26	80.30			
T.A. Systems Inc.				50106	09/20/21	260.00
5150	Custodial Service & Supplies	T.A. Systems Inc. - august	260.00			
The Hartford, Inc.				50107	09/30/21	3,892.00
5700	Insurance	The Hartford, Inc. w/c 101/21/-10/1/22	3,892.00			
The Hartford, Inc.				50108	09/30/21	4,034.00
5700	Insurance	The Hartford, Inc. annual business owner 10/1/21-10/1/22	4,034.00			
Quail Ridge Drive Investors, LLC				50109	09/30/21	9,430.01
5110	Rent/Lease	Quail Ridge Drive Investors, LLC October Rent	9,430.01			
Genesis Technologies, Inc.				50110	09/20/21	128.35
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc.monthly charge for copier	128.35			
					Check List Total	53,878.17

SWAN Board Meeting Minutes

September 17, 2021
Online Meeting
Per Illinois Public Act 101-0640
Meeting recording

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

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

   a. Jesse Blazek
   b. Ted Bodewes
   c. Dawn Bussey
   d. Jennifer Cottrill
   e. Charity Gallardo - absent
   f. Tim Jarzemsky
   g. 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 September 17, 2021, SWAN Board Meeting Agenda

   Cottrill moved, seconded by Jenkins that it be

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

   Motion carried by roll call vote with the following results:
   Ayes: Blazek, Bodewes, Bussey, Cottrill, Jarzemsky, Jenkins
   Absent: Charity Gallardo

4. **Action Item**
   Approval of SWAN Financials, July 2021

   Cottrill moved, seconded by Jenkins that it be

Question in regard to VOIDED checks and an extra payment made on the SWAN credit card during July. Explanation was given.

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

Motion carried by roll call vote with the following results:
Ayes: Blazek, Bodewes, Bussey, Cottrill, Jarzemsky, Jenkins
Absent: Charity Gallardo

5. **Action Item**
Approval of the SWAN Financials, August 2021

Cottrill moved, seconded by Jenkins that it be

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

Motion carried by roll call vote with the following results:
Ayes: Blazek, Bodewes, Bussey, Cottrill, Jarzemsky, Jenkins
Absent: Charity Gallardo

6. **Action Item**
Acceptance of the July 23, 2021, SWAN Board Meeting Minutes

Cottrill moved, seconded by Jenkins that it be

> RESOLVED, THAT THE SWAN BOARD APPROVES THE JULY 23, 2021, SWAN BOARD MEETING MINUTES

Motion carried by roll call vote with the following results:
Ayes: Blazek, Bodewes, Bussey, Cottrill, Jarzemsky, Jenkins
Absent: Charity Gallardo

7. **Action Item**
Approve revised Holiday Policy

Skog gave an overview of how the SWAN Holiday Policy will be revised when a holiday conflicts with a SWAN recognized holiday as well as the Juneteenth holiday beginning in 2022. SWAN office closures will be noted publicly on the SWAN Support site.

Cottrill moved, seconded by Jenkins that it be

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

Motion carried by roll call vote with the following results:
Ayes: Blazek, Bodewes, Bussey, Cottrill, Jarzemsky, Jenkins
Absent: Charity Gallardo

8. **Reports**

   a. Board President Report
      None

   b. Executive Director Report
      Skog gave an update on the External Funding Options. Tortorella & Skog worked on an application for an NEA ARPA grant and was submitted. Skog was able to appeal and receive a reduced fee invoice from OCLC.   Skog was nominated to the HR Source Board of Directors. Skog also self-nominated for the OCLC Global Council election. A SWAN Board Strategic Planning Retreat was discussed. Skog will connect with some vendors as a first step and work with Bodewes & Cottrill to come up with an agenda.   A Finance Committee meeting will be scheduled in the next couple months to discuss budget planning for the upcoming fiscal year.

   c. Ops Reports
      Tortorella & Scott Brandwein had a site visit with William Leonard Public Library District and things are getting on track for that library hit hard by the pandemic. Tortorella gave an overview of the automated monthly patron record removal. "Pseudo Libraries" are up and running. Tortorella, Scott Brandwein & Helen Pinder will be meeting with OCLC developers. The Book Club Reservation (Kit Keeper) Pilot is available to any SWAN Library. Circulation statistics overall show is healthy progress. A discussion on Diversity, Equity and Inclusion in metadata led by Scott Brandwein is entering a wider involvement of organizations other than SWAN. Oak Lawn Public Library has joined as a Catalog Library. We saw a drop in Support Tickets requests in August. The IT area is active in sonic wall replacements in our libraries. The UX team has a lot of activity in the Aspen rollout. An ESBSCO database statistics update by Skog will be given at the December Quarterly on user usage.

      Treasurer's Report
      Bussey gave an update on the first RAILS Consortia Committee LLSAP Sustainably Working Group.

   d. Board Calendar
      One remaining item that Skog & Jenkins will complete.

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

Cottrill moved, seconded by Jenkins that is be

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

Motion carried by roll call vote with the following results:
Ayes: Blazek, Bodewes, Bussey, Cottrill, Jarzemsky, Jenkins
Absent: Charity Gallardo

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

Cottrill moved, seconded by Jenkins that is be

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

Motion carried by roll call vote with the following results:
Ayes: Blazek, Bodewes, Bussey, Cottrill, Jarzemsky, Jenkins
Absent: Charity Gallardo

1**1: Adjournment**
Bodewes ended the meeting at 10:53 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Jane Jenkins

Board Secretary

SWAN Executive Director Report

October 22, 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.

Here are some of the observations and ideas from our first discussion.

- 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.

We had a more expanded conversation on September 30th which included some pretty big ideas for SWAN.

- ARPA funds are moving through county agencies to districts and towns. The next crisis could emerge in 2025 as this ARPA funding is used up, and municipalities are forced to consider cuts to libraries.
- Nothing in the Illinois library landscape changes unless there is a crisis, e.g., library system consolidation in 2011 because of the Great Recession.
- SWAN should look towards provisions within Illinois to legally fill in the underserved and unserved gaps, using equalization to get these populations enfranchised; SWAN should explore and exploit this mechanism.
- Chicagoland area is essentially under a single media market, so it is very perplexing that there is no brand identification for public libraries in the city and suburbs; more effort could be put into a unified public message.

- SWAN should consider its position as a conduit for funding to its libraries, or as an aggregator for funding for libraries.
- "What do libraries need right now?" might be answered with "help from a trusted and known entity."
- Municipalities might consider SWAN as the entity to legally run multiple libraries, rather than seeking mergers into districts.
    - "Privatizing" libraries is a pitch that has appealed to county commissioners, as a public-private partnership
    - Library Systems & Services (LSS) has shown success in this area (but is also pilloried by the library profession)
    - Running the library is a service that SWAN could explore or be prepared to move forward with as legitimate option if the funding crisis hits in 2025.

We discussed other states to look to as guides to see what is legally possible. Colorado and Missouri have a similar mix as Illinois of municipal libraries and districts. Ohio is very similar to Illinois in its population, but has a much different ratio of local, state, and federal funding. John cited IMLS Public Library Statistics from FY2019 to see the stark difference of how Ohio manages funding at the state level versus Illinois. Illinois also has 2.5 times more public libraries than Ohio, which dilutes Illinois libraries' ability to deliver cohesive services.

Table 7. Total operating revenue of public libraries and percentage distribution of revenue, by source of revenue and state: Fiscal year 2019

State	Number of public libraries	Total operating revenue								
		Total	Federal[1]	State	Local	Other[2]	Federal	State	Local	Other
		(In thousands)					Percentage distribution			
Total[3]	9,057	$14,200,729	$39,245	$947,607	$12,197,578	$1,016,299	0.3	6.7	85.9	7.2
Colorado	112	346,011	734	1,798	320,477	23,002	0.2	0.5	92.6	6.6
Illinois	623	878,783	2,363	31,287	799,248	45,885	0.3	3.6	90.9	5.2
Missouri	149	300,794	2,256	3,743	274,876	19,919	0.7	1.2	91.4	6.6
Ohio	251	918,327	427	409,707	425,179	83,015	#	44.6	46.3	9.0

Rounds to zero.

[1] This includes federal funds, such as Library Services and Technology Act (LSTA) funds, that are distributed to public libraries through state library agencies or library cooperatives to provide services that benefit local public libraries are not included in the table because they are not received as income by public libraries.

[2] This includes monetary gifts and donations received in the current year, interest, library fines, fees for library services, or grants.

[3] Total includes the 50 states and the District of Columbia but excludes outlying areas, libraries that closed or temporarily closed in FY 2019, and libraries that do not meet the FSCS Public Library Definition. NOTE: Detail may not sum to totals because of rounding. Data were not reported by the following outlying area: Puerto Rico. Missing data were not imputed for nonresponding outlying areas. Additional information on nonsampling error, response rates, and definitions may be found in Data File Documentation Public Libraries Survey: Fiscal year 2019.

SOURCE: IMLS, Public Libraries Survey, FY 2019. Data elements TOTINCM, FEDGVT, STGVT, LOCGVT, OTHINCM from the Public Library System Data File (PLS_AE_PUD19i) were used to produce this table.

Figure 1 IMLS table 7 for FY2019 comparing Colorado, Illinois, Missouri, and Ohio

It is also possible for libraries to expand our organizing and funding pathways through interstate mechanisms, such as the Interstate Library Compact (32 states participating, 1970's origin). Other examples shared were water rights agreements between states in the Great Lakes region. Lastly, we discussed the need for some library "think tank" of similar entities like SWAN. The organizations Minitex (MN), Library Link (NJ), and CLC (CT) were noted as leaders to approach for seeking ways to provide library services and obtaining funding.

National Endowment for the Arts Grant Submission
No word yet on the grant award.

RAILS Consortia Committee update
Dawn Bussey is the SWAN representative on the LLSAP Sustainability Working Group. The full committee met on October 18th and the Working Group met later that same day.

OCLC Global Council Election
I was not elected to the OCLC North American region as a representative. The elected candidates will be announced on October 29, 2021.

SirsiDynix Consortia Special Interest Group Meeting
The group of library consortia from around the US met for two days on October 6th & 7th. I chaired the virtual meeting and facilitated the discussion.

Discussion on day 1 resulted in a summary of the issues of what the company is doing well, and areas where the company could do better.

1. Dissatisfaction with Enterprise

2. The company's development priorities

3. Support, interactions with company staff, communication was widely praised

4. Software security and the new realities we live in

SirsiDynix CEO Bill Davison and several top leadership personnel attended the meeting. The discussion was open and relaxed.

- Company updates which included some metrics indicating increasing customer satisfaction
- Acknowledgement that Enterprise is no longer its discovery product for the future, and some alternate BLUEcloud version will be developed
- SirsiDynix hosting/SaaS has additional expenses for security to help with cyber attacks of malware, ransomware, and phishing
- Upcoming Enterprise 5.2.1 release will introduce more administrative security including multifactor authentication
- BLUEcloud solutions are expanding and coming along at a much quicker pace

It was worth noting that several groups reported they are moving to alternate catalogs. Yavapai Library Network (AZ) went live on Aspen Discovery this month.

ProPay

I reported to SirsiDynix separately that their preferred partner ProPay for BLUEcloud Commerce has been a terrible experience for SWAN within its Aspen Discovery project. While that project isn't something SirsiDynix is being asked to participate on, there is a high likelihood SWAN might have to reconsider its use of ProPay if SirsiDynix does not support alternate merchant account providers soon.

Information Security Risk Assessment & Analysis

The first meeting was held with Sikich and SWAN. SWAN IT staff will be busy for the next three months providing requested documents and participating in virtual interviews.

Board Considerations

Finance Committee Meeting

Budget planning for FY2023 should start with a committee meeting. I will work with Treasurer Dawn Bussey to get our first meeting scheduled and a draft budget ready.

Dawn and I discussed options for SWAN to lower some expenses, such as using Find More Illinois instead of OCLC WorldShare ILL. I have a draft report for her that we can discuss within the committee.

Monthly Financial Report

Balance Sheet

The Fund Balance Unrestricted line remains at $2,237,560.37 with no change from the month prior. 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.

Revenue & Expense Report

This month would be 25% 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 is reflected in the September board financial reports. Next month, the total revenue will begin to reflect library membership fee payments.

SWAN FY22	FY22 Budget	End of Sept 2021	Percentage of Budget YTD 25%
Total Revenue	$4,031,138.44	$1,313,100.69	33%
Total Expenses	$4,072,660.00	$1,668,596.59	41%
Over / (Under)	**($41,521.56)**	**($355,495.90)**	

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the second quarter invoices were sent out in October. We are at 25.10% 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. The second payment will be made in October.

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 $1,942.41 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 month 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. The OCLC invoice for 2021 has not been issued yet.

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: October 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 (September 13th – October 15th) regular user group meetings and member engagement are noted. 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
9/13/2021	Fine Free Consultation (River Grove)	Vickie, Michael	IT	Consultation
9/14/2021	IT Consultation card swipes (Glenwood-Lynwood)	Dave	IT	Site Visit
9/14/2021	Aspen Administration Training - Themes	Tara	UX	Training
9/14/2021	Circ/Hold Map Review (Glen Ellyn)	Vickie	IT	Consultation
9/16/2021	Fine Free Consultation (Alsip-Merrionette Park)	Vickie, Michael	IT	Consultation
9/17/2021	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
9/17/2021	KitKeeper Pilot Meeting	Helen, Dawne	Admin	Research & Development
9/20/2021	Aspen Office Hours	Tara, Robin, Crystal, +others	UX	Training
9/21/2021	Aspen Administration Training - Placards & System Messages	Tara, Robin	UX	Training
9/21/2021	Web Accessibility for Libraries	Robin	UX	Training
9/22/2021	Engagement & Privacy Brainstorming (BDD, DGS, GED, ESS, EPS, OPS, TPS, WVD)	Dawne, Aaron, Steven	Admin, IT	Research & Development
9/22/2021	Fine Free Consultation (Cicero)	Vickie, Michael	IT	Consultation
9/22/2021	BLUEcloud Circulation Evaluation (Eisenhower)	Crystal	UX	Research & Development
9/22/2021	Fine Free Consultation (Bellwood)	Vickie	IT	Consultation
9/23/2021	Discovery and User Experience (DUX)	Tara, Robin, Crystal, +others	UX	Member meeting
9/23/2021	Library Site Visit (Carol Stream)	Aaron, Dawne	Admin	Site Visit
9/27/2021	BLUEcloud Analytics Training (Villa Park)	Dawne, Michael	Admin, IT	Training
9/28/2021	SWAN Fireside Chat #30	Dawne, Aaron, Tara, Steven	Admin, Bib Srvs, IT, UX	Member meeting
9/29/2021	Requesting Items from SWAN Libraries (SHARE IL sunset)	Dawne, Helen	Admin	Training

9/29/2021	Pseudo Library Check-In (DGS, GED, GVD, INS, OPS, SCD, VPD)	Dawne, Aaron, Steven	Admin, IT	Consultation
10/1/2021	Book Club Sharing: KitKeeper (Lauren Maxwell-GVD, Lizzie Matkowski-DGS)	Helen	Admin	Training
10/4/2021	Office Hours: Circulation & ILL	Dawne, Helen, Vickie, Crystal, Sam	Admin, UX, IT, Bib Srvs	Training
10/4/2021	Aspen Office Hours	Tara, Robin, Crystal, +others	UX	Training
10/4/2021	BLUEcloud Analytics Office Hours	Dawne, Michael, Dave	Admin, IT	Training
10/5/2021	Aspen Administration Training (Purchase Suggestions)	Tara, Crystal	UX	Training
10/6/2021	ILL Users Group	Helen	Admin	Member meeting
10/6/2021	Item Type Consolidation (Bridgeview)	Sam	Bib Srvs	Consultation
10/7/2021	SWAN Cataloging Users	Claudia, Sam, Diane, Angela, Sue	Bib Srvs	Member meeting
10/7/2021	IT Firewall (Crete)	Dave, Rudy	IT	Site Visit
10/8/2021	Fine Free Consultation (Matteson)	Vickie, Michael	IT	Consultation
10/13/2021	Office Hours: Cataloging	Scott, Sam, Claudia, Diane, Angela, Sue	Bib Srvs	Training
10/13/2021	IT MobileStaff (Franklin Park)	Vickie	IT	Training
10/14/2021	Acquisition Users	Sam, Scott, Claudia, Diane	Bib Srvs	Member meeting
10/15/2021	Directors' Coffee Hour	Admin	Admin	Consultation

Research & Development, Vendor Engagement

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

Date	Event Name	Attendees	Teams Represented	Topic
9/13/2021	OCLC Product Team	Dawne,, Helen, Scott	Admin, Bib Srvs	Research & Development
9/14, 9/15/2021	Beanstack Demo	Dawne, Helen	Admin	Vendor Relationship
9/15/2021	SLUI - SirsiDynix Users of Illinois (presentation on Pseudo Libraries)	Dawne +others	Admin, IT, Bib Srvs, UX	Collaboration
9/16, 10/7/2021	Aspen Release	Tara, Crystal, Robin, Steven	UX, Admin, Bib Srvs	Research & Development
Tuesdays: 9/20-10/12	ByWater - Aspen weekly pilot check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Research & Development
9/21/2021	LIMRiCC Fall Enrollment	Aaron, Ginny	Admin	HR

9/23/2021	BLUEcloud Product Development Review (Project team from SirsiDynix)	Aaron, Dawne, Tara, Crystal, Sam, Claudia	Admin, UX, Bib Srvs	Research & Development
9/23/2021	SirsiDynix Leadership	Aaron, Dawne	Admin	Vendor Relationship
9/28/2021	Sure Sailing	SWAN staff from all areas	Bib Srvs, IT, UX, Admin	Support
10/6/2021	SirsiDynix Library Relations Manager Mtg	Aaron	Admin	Vendor Relationship
10/14/2021	Aspen Users Gathering	Tara, Steven, Scott, +others	UX, IT, Bib Srvs	Collaboration
9/17,10/1,10/8	Acendre - Inquisiq LMS Configuration	Dawne, Crystal, Claudia	Admin, UX, Bib Srvs	Research & Development
9/30/2021	John Chrastka, EveryLibrary	Aaron, Dawne	Admin	Collaboration
10/1/2021	Sikich - Security Project	Steven, Aaron, Dawne	IT, Admin	Special Project
10/6-10/7/2021	SirsiDynix Consortia SIG (Aaron - chair and moderator of conference)	Aaron, Dawne, Tara, Steven, Crystal	Admin, IT, UX	Collaboration

SWAN Assistant Director (Dawne Tortorella)

Firewall replacement

The renewal of our cybercrime insurance required SWAN to complete a multi-factor authentication check list. Initially this application resulted in SWAN being rejected for insurance, due to the end-of-life firewalls managed by SWAN being unable to comply with this requirement. However, SWAN IT was able to create a solution for these 17 firewalls that allows us to move forward to get cybercrime insurance.

While replacement of the 17 firewalls is no longer urgent, this work is necessary. Working on the immediacy of the issue, we found that purchased these in bulk would result in significant savings to our membership and expediency in deployment.

17 SonicWALL retail price	$18,615 total, $1,095 each
17 SonicWALL purchase via CDW-G	$12,266.86 total, $721.58 each

Automated Monthly Patron Record Removal

The first automated monthly cycle of patron record removal was completed on October 18, 2021. This removed inactive patron records with a last activity date before 9/1/2011. This represented inactive patrons from 1/1/2011-8/31/2011 which were not previously processed. In total, 8,286 patron records were removed. This marks the start of ongoing monthly patron record removal based on the general outline below:

- 2nd of Current Month, 2021 – libraries receive email to their aliased email with a link to the BLUEcloud Analytics dossier

- 2nd of Current Month through 14th of Next Month – libraries review patron records in eligible list for removal
  - If the patron should remain active, the library updates address information and verifies LAD update
- (first Monday-Thursday after 15th of the month) – patron records removed [criteria for removal: LAD 10 yrs, 1 month before current Month/Year; bill total <= $100.00]

In January 2022, our inactive date criteria will be reduced from a 10 year threshold to 7 year. The process will remain consistent.

National Change of Address

The extract of names for change of address matching is pending final removal of addresses flagged by NCOA processing in 2018 that have not been updated. This extract will then be securely sent to Unique. We are on schedule to complete this work by the end of the year.

Pseudo Libraries

Christine Lees from Downers Grove moderated a panel discussion at SLUI (SirsiDynix Users of Illinois). Kandice Krettler (Villa Park), Jasmina Lapo (St. Charles), and Dawne Tortorella (SWAN) shared our rollout and implementation.

The number of holds placed for pick-up at drive-up windows increased comparing July-August against September. On average, libraries with drive-up windows saw an increase from 21% to 25% of all holds placed directed to drive-up locations for pick-up. Note that Geneva's patrons select the drive-up window over 40%.

Percentage of Holds Placed for Pick-up at Drive-up Window
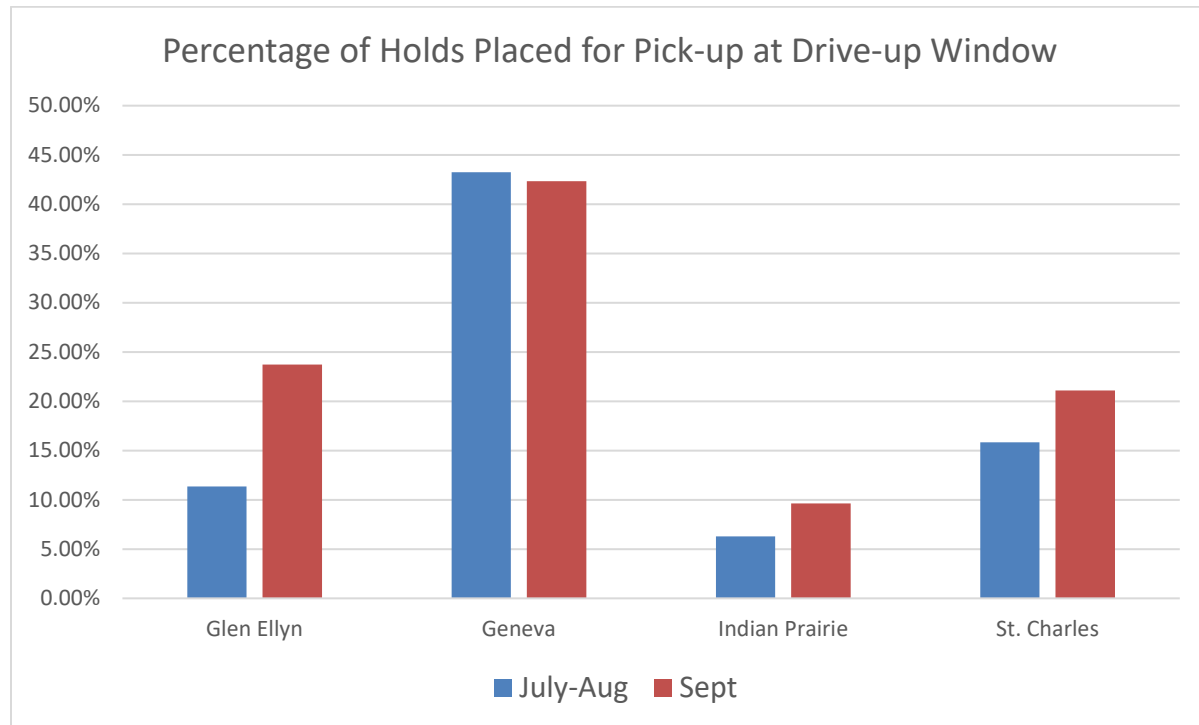
Libraries with pseudo locations have access to a dossier which outlines their activity compared against their main and branch locations.

Resource Sharing

SWAN held a workshop for all libraries in Illinois to assist in processing interlibrary loans through OCLC WorldShare. Through custom holds groups, libraries can quickly and easily request material from SWAN libraries. The recording and training materials were shared with consortium colleagues to assist their staff. Previously many libraries directly placed hold in SWAN's online catalog through individual library accounts supported as part of SHARE Illinois. Since this RAILS supported program is sunsetting at the end of October, SWAN will be notifying any remaining non-SWAN libraries with these accounts and help them to transition to use of OCLC WorldShare. This workshop is recorded and available for all libraries to view (https://support.swanlibraries.net/training/88094).

Reviewing monthly OCLC statistics, our SWAN group of libraires continues to lend approximately twice the volume of borrowing requests made.

Dawne, Helen, and Scott met with OCLC developers the week of September 13th to review the impact on SWAN libraries and discuss configuration options related to the new WorldCat Discovery v2. Through this meeting we were able to pinpoint configuration changes needed to make availability accurate and links for requesting material appropriate based on holdings. SWAN completed these configuration updates for all libraries. At the October ILL Users Group meeting members shared positive impact on their staffing demands after implementation of "automatic no" based on real-time availability checks. This feature not only saves lending libraries time in saying no for items in use, but also moves the request along quickly to libraries able to fill the request.

Book Club Reservation (KitKeeper)

Helen, Lauren Maxwell (Geneva), and Lizzie Matkowski (Downers Grove) presented a training program on sharing book club kits using KitKeeper. This program is now available for other libraries to join. Libraries interested in joining should review the workshop recording (https://support.swanlibraries.net/training/88138) and documentation (https://support.swanlibraries.net/documentation/83064). If interested in being part of the program, submit a support ticket so that your library administrative account can be created. As a shared resource and service to all SWAN libraries there is no charge to participate. Libraries who do not yet have book club kits to share can still participate and borrow these kits from other KitKeeper participating libraries.

Beanstack Reading Tracking & App

Two information sessions were held for SWAN libraries on both patron facing and administrative interfaces of Beanstack to track reading challenges. SWAN libraries were offered a 15% discount for commitment before end of September (https://support.swanlibraries.net/news/2021-09/87915). We will continue to track SWAN-wide adoption and usage of Beanstack.

A look at the numbers

Circulation

Mondays continue to be the peak day for circulation. While circulation was down in September this is a typical back-to-school pattern of activity.

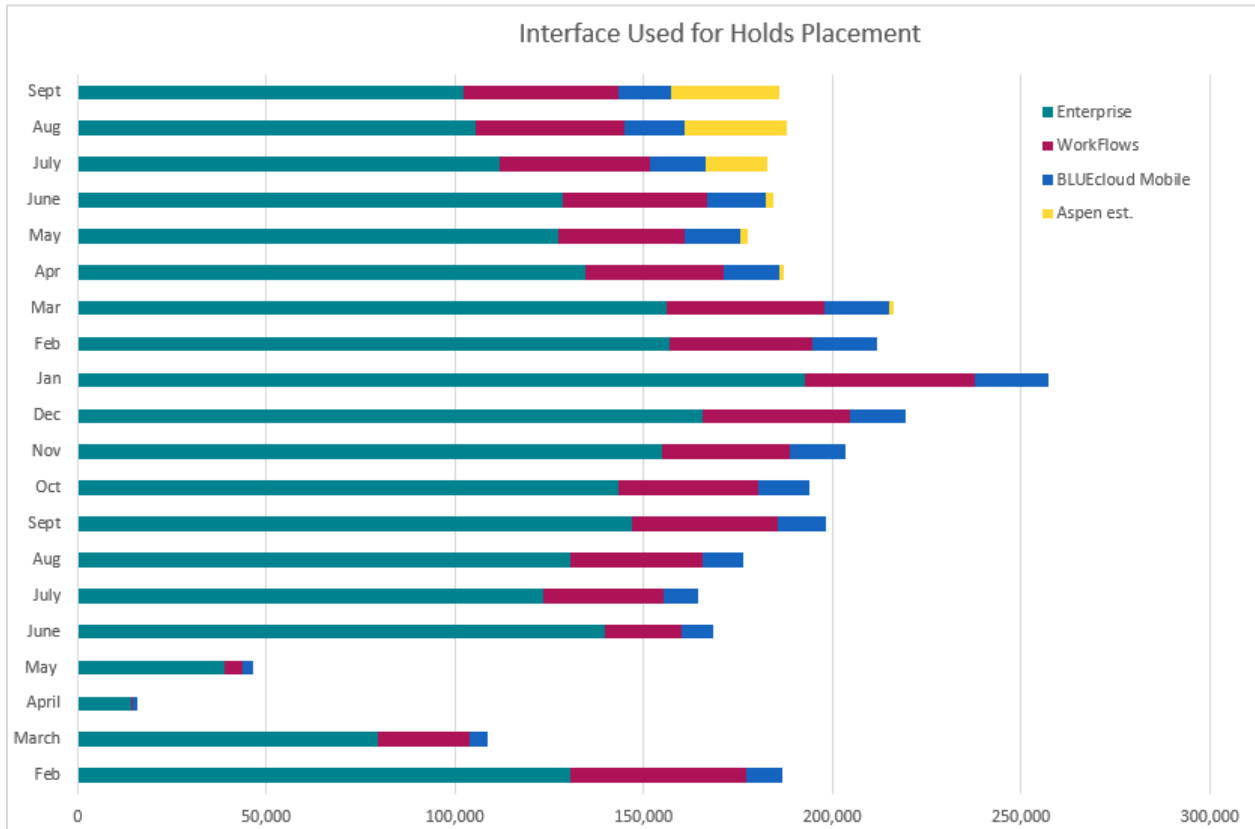Checkouts 9/1/2019 - 9/30/2021 [100 SWAN Libraries]
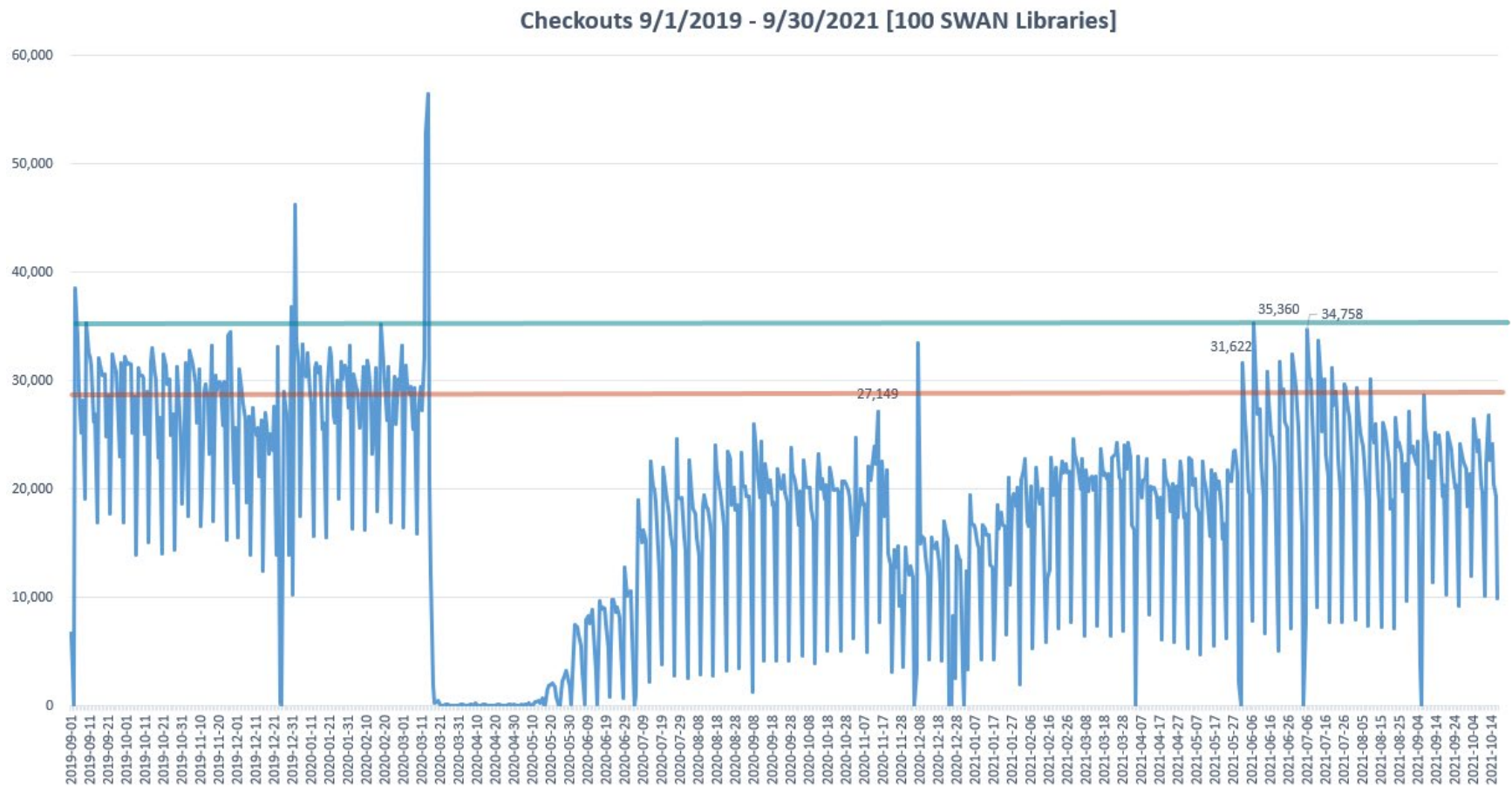
Comparison of circulation, from January 2019 to September 2021, shows the month-to-month pattern of circulation over the pre-pandemic (2019), pandemic (2020), and current year (2021).
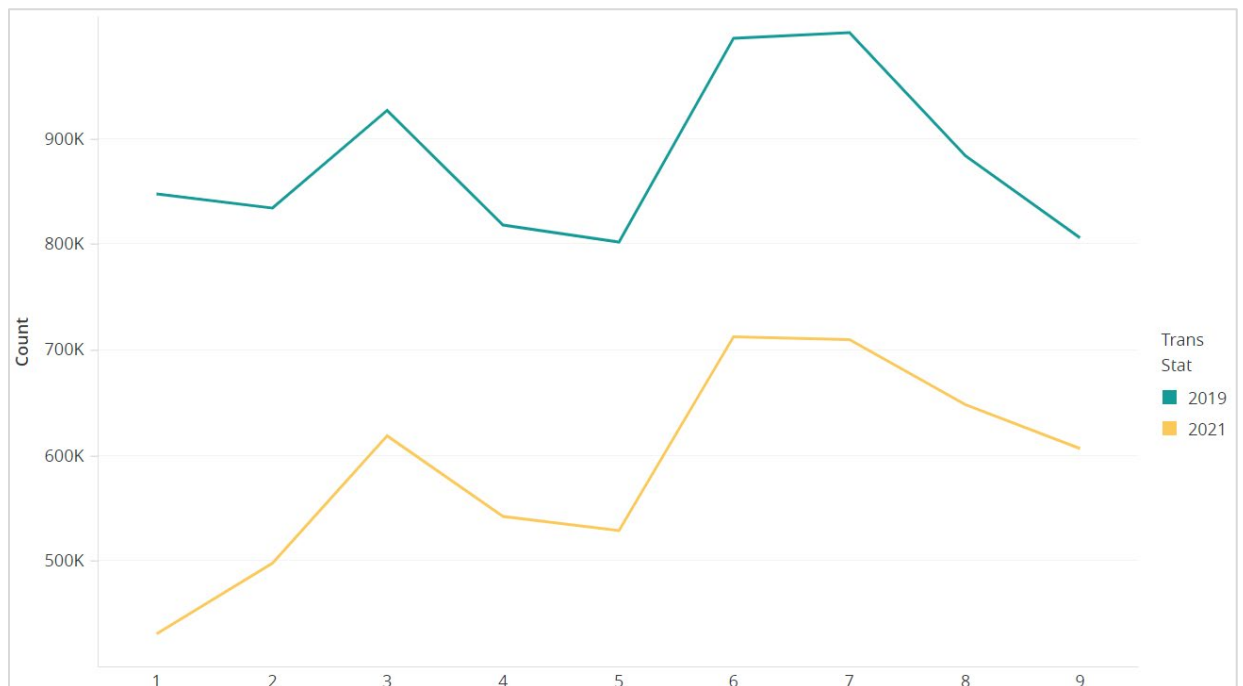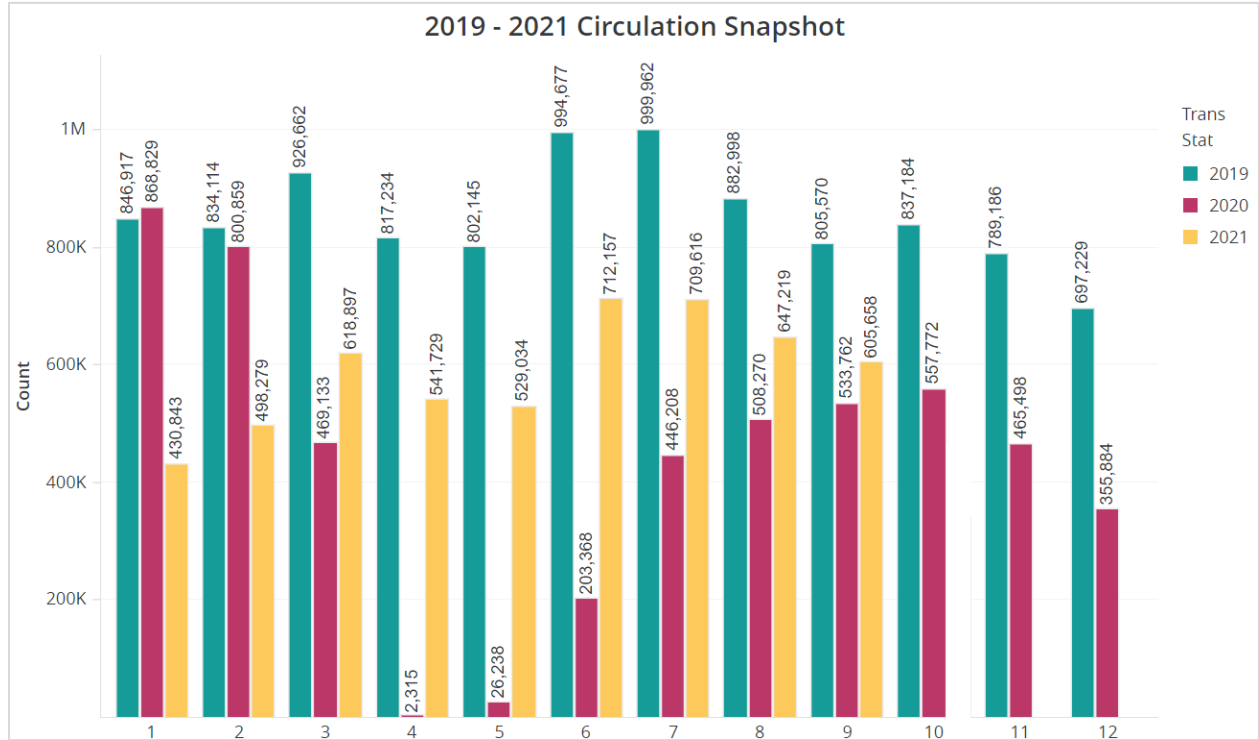
Holds

Estimated patron initiated holds placed through Aspen rose from 18% in August to 20% in September. With several libraries migrating to Aspen in October we should clearly see an increase in next month's data.

Hold Client	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	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	102,339	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	40,925	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	14,009	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	1,900	30,039
Unknown	246	146	22	11	143	114	121	259	451	931	307	0	30	16	23	166	9	143	22	29	2,820
Bookmyne	317	95	11	18	41	167	129	185	212	97	88	93	73	59	77	107	50	42	101	73	1,662
SIP2	27	31	0	0	0	9	18	12	18	2	0	1	6	2	3	0	3	3	4	2	129
BLUEcloud Circ	14	20	0	0	12	3	21	1	2	5	2	6	1	2	0	0	3	5	4	9	89
Aspen est.														1,452	1,307	1,978	2,247	16,443	27,238	28,707	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	187,993	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%	78%	82%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	8%	8%	9%	8%	9%	9%	9%	9%	9%	9%	9%	9%	9%	8%

Interface Used for Holds Placement

Overall holds placement, fulfillment, and number of patrons using holds management is eerily steady.

	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
Sep-21	187,993	153,942	35,628	32,194
NOTE: log files only provide hold details transactions since 2/10/2020				

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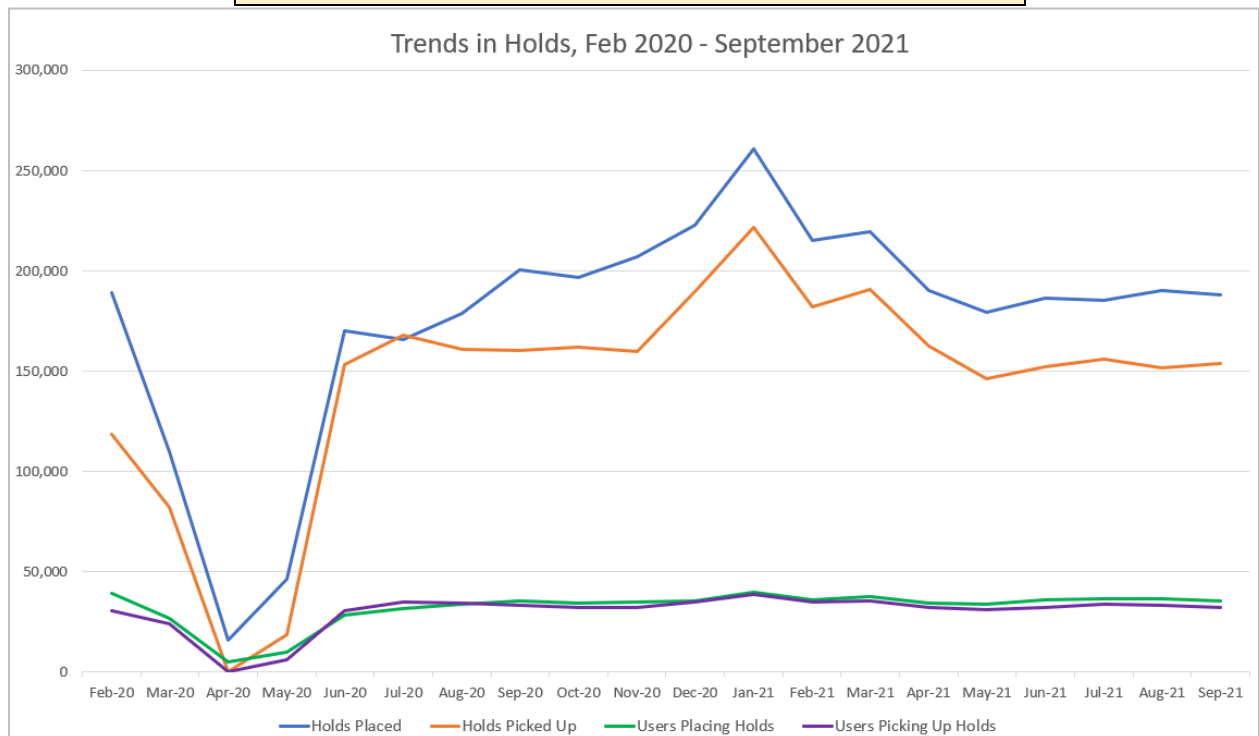
Transits – Resource Sharing

Starting in September 2021, pseudo library "transits" from main library to the drive-up or locker locations are excluded. It is possible that August and July transits were slightly elevated without extracting those internal transits.

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%
Sep 2021*	284,312	268,101	-6%
	5,964,032	4,610,048	-23%

* removed from transit counts are items owned by pseudo library and "transitted" internally
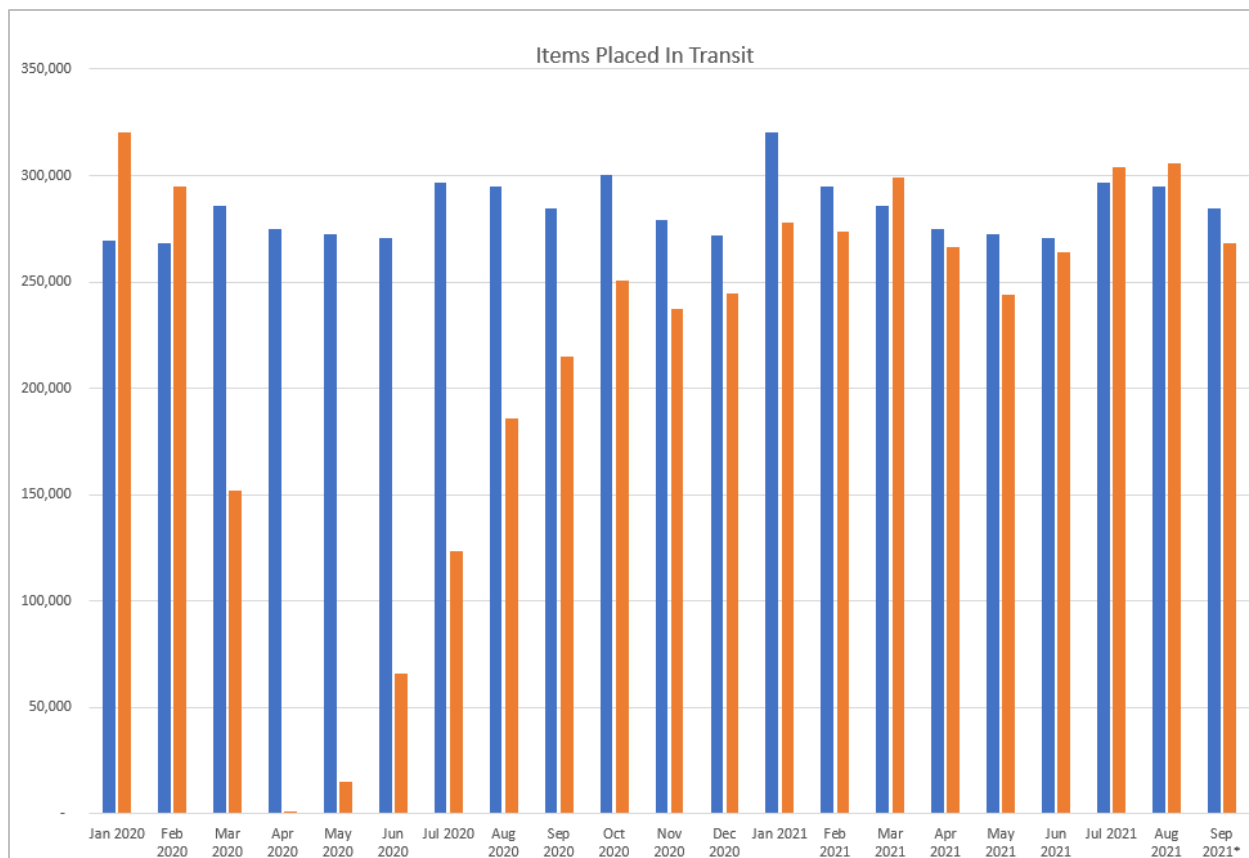
Figure 1 Blue is pre-pandemic year prior

SWAN Bibliographic Services (Scott Brandwein)

Aspen Discovery

Bibliographic Services staff have dedicated much of their time to learning the Aspen interface, particularly record grouping administration. We've received an uptick in grouping requests as member staff turn their attention to the catalog. Record grouping can be a complex process, both in the decision-making process and also implementation when the interface does not behave as expected. So, this has been a large undertaking for the team, but we are prepared to support the membership going forward. We provided Aspen Admin training on record grouping on October 12th so member staff at Cataloging Libraries can contribute to our efforts.

Cataloging & Acquisitions Users

Both groups met this month. Both groups discussed Aspen. We know many member staff have questions about how transitioning to a new patron catalog will affect the needs of the data we feed into it. Aspen will affect neither cataloging nor acquisitions workflows in a significant manner now, but we foresee changes down the line.

For example, at November's Cataloging Advisory meeting, we need to discuss uniform titles for movies because Aspen record grouping relies on their presence for certain disambiguation decisions. Based on the frequency with which this applies, Advisory may or may not feel that a policy change is appropriate.

The discussion at Cataloging User's was to make our members aware that we will have some work to do in the coming year and to be ready for policy changes in the future.

Both groups also discussed the recent issues we've experienced with BLUEcloud Acquisitions creating duplicate records. The recent SirsiDynix Web Services upgrade was meant to fix this issue. Since the upgrade, we have seen a significant decrease in the number of new duplicate records, but it did not eliminate the problem entirely. We are continuing to discuss this issue with support staff as SirsiDynix, and Bibliographic Services staff are keeping a close eye on all new records generated by BLUEcloud Acquisitions.

Diversity, Equity, and Inclusion Task Force

The task force went on a brief hiatus while I was on vacation, but we are reconvening in the second half of October to continue our discussion of problematic subject headings. We will continue to announce any changes as they develop.

Scott is also working with Rachel Fischer, Member Services Librarian for Technical Services at the CCS Consortium, and Nincy George, Cataloging Services Coordinator at RAILS to spearhead a Diversity, Equity, and Inclusion in Metadata Working Group through RAILS. We hope this group will be able to facilitate discussion and research on diversity in bibliographic description at a level that involves more stakeholders and support the needs of our local SWAN task force. We will soon be announcing our first meeting in November and hope to get good representation from the SWAN community.

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.

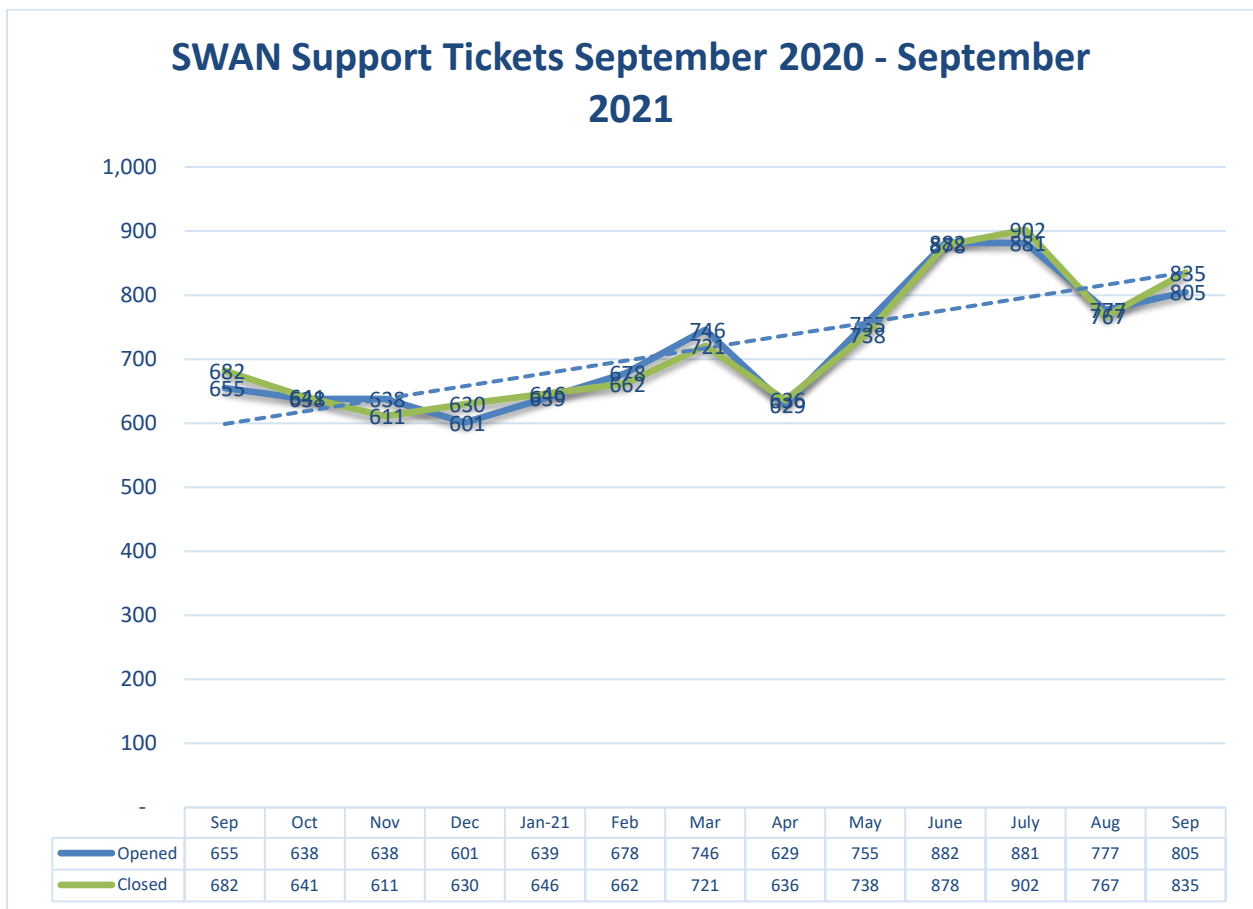For September, there were 114 upgrades of minimal level records in OCLC to full records.

	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	80				
Copy 2021*	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367				

* 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 month included many Aspen inquiries for cohort-1 libraries pertaining to logins, hold processing, training, statistics, and general navigation of Aspen. The UX team fielded many of these tickets with IT aiding when possible. The IT team received several new questions pertaining to the monthly patron record purge. They were also alerted to a report misconfiguration that resulted in some missed hold notices, which has been corrected. Several tickets indicated phone notices that were being delivered to patrons during early morning hours, outside of the assigned call schedule. The issue was escalated to Unique Management Services (UMS) support and was corrected within the day it was reported.

SWAN Support Tickets September 2020 - September 2021

	Sep	Oct	Nov	Dec	Jan-21	Feb	Mar	Apr	May	June	July	Aug	Sep
Opened	655	638	638	601	639	678	746	629	755	882	881	777	805
Closed	682	641	611	630	646	662	721	636	738	878	902	767	835

Tickets Submitted to SWAN

Aspen Project

- ProPay integration merchant account setup – Steven with Dawne and Aaron (Admin)
- PayPal account setup and investigation – Aaron (Admin) with Steven
- Aspen Test server setup and harvest troubleshooting – Steven with Mark Noble (ByWater)

Vendor Integrations

- Luxer One locker development follow-up for VPD – Steven, Ian, Rudy
- Patron Point user registration troubleshooting for TPS – Steven with Ted Fons (Patron Point)
- Unique Management Services collections reports encryption and configuration – Rudy
- Communico hold processing troubleshooting for BLD – Rudy
- CollectionHQ report setup for HWS – Steven

General Projects

- Library Fine Free consultations and configuration – Vickie, Michael
- Symphony 3.7.1 installation support – Ian
- Geo-redundant backup testing and configuration for O365, Azure – Ian, Rudy, Steven
- SonicWall End of Life (EOL) hardware upgrade coordination – Rudy, Steven
- Web Services 6.2.1 upgrade coordination, testing, and release notes review – Steven, Rudy
- Patron Purge reports, system script creation, and processing – Dave, Vickie, Steven with Dawne (Admin)
- Acquisitions fiscal cycle cleanup – Vickie with Sam (Bib Srvcs) and Dawne (Admin)
- Patron record personally identifiable information (PII) cleanup – Dave, Michael
- Phishing and security tool assessments – Steven, Rudy, Ian
- Accounting tool troubleshooting – Steven with Dawne, Ginny (Admin)
- Pseudo Library drive-up policy troubleshooting – Dave with Dawne (Admin)
- Comcast account migrations – Steven, Rudy
- Apple Developer account setup and agreement review for SOLUS – Steven
- Patron database backup config – Dave, Steven, Ian, Rudy
- Symphony Data Control setup and testing – Steven, Rudy
- System-wide teacher policy cleanup – Vickie with Dawne (Admin)
- Coursera course on customer service best practices – Steven, Dave, Michael, Vickie, Ian
- BLUEcloud Central user role testing and configuration – Dave with Dawne (Admin), Crystal (UX), Claudia (Bib Srvcs)

SWAN Technology Update Meeting

The SWAN Technology Update meeting was held on September 23rd via GoToMeeting, gathering representation from nearly 20 libraries. Topics presented included SWAN technology project updates, the Sikich risk assessment, SonicWall firewall end of support (EOS) replacements, and the end of support for Windows 7.

SonicWall Hardware Replacements and Multi-Factor Authentication

The SonicWall hardware placement project was expedited this month to meet an insurance policy requirement that Multi-Factor Authentication (MFA) must be used on all managed network equipment. Because the end of support (EOS) SonicWalls used by SWAN libraries do not natively support MFA, Steven sought volume discounted purchases to rapidly replace this hardware.

As a stopgap measure to meet the policy requirement, Rudy came across an enterprise tool called Duo (from Cisco) which would enable MFA on these unsupported SonicWalls. Rudy, Ian, and Steven have refocused efforts on deploying Duo to the affected SonicWalls, along with many other services and equipment, noting that the robust reporting and flexibility of Duo permits greater security across all SWAN equipment. The implementation of Duo MFA does not affect the libraries' access to SonicWalls or the SWAN network; this only changes how the IT team perform maintenance and administration of SWAN-managed equipment.

Following the implementation of Duo, the team will continue to pursue replacements of the unsupported equipment and pursue group purchase discounts for the hardware. Ideally, the project would continue an accelerated schedule with SWAN purchasing the replacement hardware upfront and seeking reimbursement from the libraries at a later date. This would ensure completion of the project by the end of calendar-2021. The average cost per replacement unit is $1,095 MSRP, with discounted units close to $800. Following several recent deployments, approximately 17 units are awaiting replacement.

Sikich Risk Assessment and Security Initiative

Aaron, Dawne, and Steven met with the Sikich risk assessment team for a project kickoff on October 1st. In this first phase of the project, SWAN will collect documentation of policies, network, and system configuration for Sikich's review. Sikich will also arrange interview meetings with various SWAN staff to elaborate on the documentation and determine the model to assess risks to the organization. Steven and Dawne are currently working to provide the requested documents.

Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
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)
10/12/2021	411,748	97.40% (401,050)	0.11% (452)	0.00% (18)

Phone Notice Tracking (Last 6 Months)

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)
10/12/2021	9185	96.79% (8899)	3.11% (286)

Outage Tracking (as of 10/12/2021)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
10/6/2021	2:15	45	Web Services	Yes	No	Web Services 6.2.1 Upgrade

SWAN User Experience (Tara Wood)

Accessibility statement

The SWAN Accessibility Statement is now live on the support site, and it outlines SWAN's current and future efforts to improve accessibility for both patrons and staff: https://support.swanlibraries.net/accessibility

Tara worked with SWAN staff to survey our current platform landscape and recorded the current state of accessibility for all SWAN supported platforms. Especially in the area of staff-facing platforms, there is a lot of room for improvement! This survey allows us to start working with vendors to make improvements. In addition, we're looking forward to our upcoming support site redesign to modernize and improve accessibility on our main staff-facing website.

Aspen rollout

The first cohort will begin going live starting Monday, October 18th. You can see go live dates for SWAN libraries on the support site: https://support.swanlibraries.net/news/2021-10/88139

We are so excited to get Aspen live and out to patrons!

Research and development

In the September meeting, DUX completed an activity to prioritize the current Aspen enhancement requests, viewable in Known Issues on the SWAN support site: https://support.swanlibraries.net/help/known-issues

Through a sorting activity and a dot vote, DUX identified their choices for "on deck" enhancement priorities – the topics that SWAN and ByWater should actively work on over the next few releases.

The top 3 priorities for the next release in early November are:

- PIN resets for cards that have previously not logged in
- Limiting holds by patron profile for the Bensenville schools
- Bug fix for hold preference settings

These development requests are significant to key populations in SWAN, so we've made those our top priority.

The SWAN UX team is currently investigating:

- Improvements to My Account navigation
- Redesign font sizes

- [PIN reset message for Hoopla](#)

SWAN Admin, UX, and IT are working on alternatives to ProPay for fines payment in Aspen, and we are seeing some promising progress on that front.

Statistics

Aspen statistics are now available through the Patron Use Report:
https://support.swanlibraries.net/documentation/70841

A few highlights [comparing Enterprise and Aspen usage in September:](#)

- Average results pageviews per search are lower in Aspen, meaning that patrons on average are looking through fewer pages of results to find what they are looking for.
  - Results pageviews/search in Aspen: 1.65
  - Results pageviews/search in Enterprise: 2.38
- Sessions in Aspen accounted for 22% of total sessions on both catalogs – we expect this to increase in October and November, once a third of the membership is live Aspen.
- On average, people spent about 6 seconds longer on pages in Aspen – this could be a positive, if they are finding more results and recommendations to explore – but it could be a negative if it takes them longer to find what they are looking for; more research is needed to understand the differences.
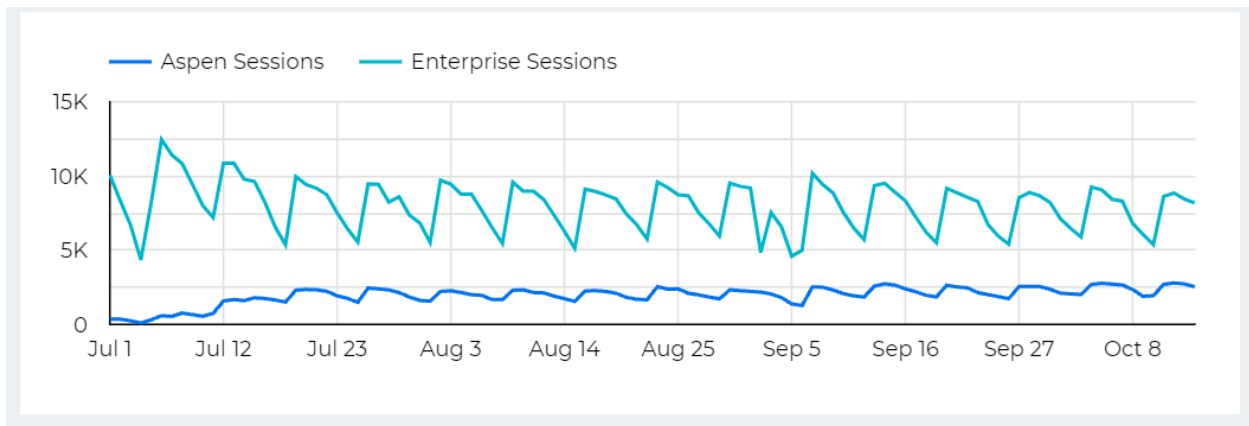

Figure 2 Sessions in Aspen and Enterprise since the pilot go-live

BLUEcloud Circulation

The 21.03 BLUEcloud Central release on September 22nd included several notable enhancements for BLUEcloud Circulation, just in time for the rollout to Circulation Advisory libraries at their upcoming November 17th meeting. These included circulation receipts in the patron's preferred language, full patron registration, and transiting items.

Kanopy

Kanopy did not include the SWAN discount in their September billing:
https://support.swanlibraries.net/news/2021-10/88198

Kanopy will be in touch with SWAN Kanopy libraries about credits or revised invoices.

Continuing education

Crystal started a course through Library Juice Academy, "Online Instructional Design", in support of her course development design.

Robin is taking a course from Deque to prepare for the IAAP CPACC Exam (International Association of Accessibility Professionals Certified Professional in Accessibility Core Competencies).

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 22, 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 Succesion 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

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
Friday, July 1, 2022		SWAN FY22 Budget goes into effect
		FY23 RAILS LLSAP grant payments and in-kind services begin
July 2022 (TBD)	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.
Sunday, July 31, 2022		FY23 LLSAP Grant semiannual report due to RAILS
August 2022 (TBD)	Regular SWAN Board Meeting	If needed
Thursday, September 1, 2022	Quarterly	Introduce new SWAN Board members
September 2022 (TBD)	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
October 2022 (TBD)	Regular SWAN Board Meeting	Aaron begins work on FY24 budget, brings questions to SWAN Board if needed.
November 2022 (TBD)	Regular SWAN Board Meeting	Board accepts FY22 audit.
		Aaron to bring FY24 Budget draft; Board discuss Fees and determines next steps
		Set Board approves meeting dates for 2023 calendar
Thursday, December 1, 2022	SWAN Quarterly Meeting	
Thursday, December 1, 2022	Regular SWAN Board Meeting	Review of FY24 Budget Draft
		Approve FY24 LLSAP grant agreement
Tuesday, January 31, 2023		FY23 LLSAP Grant semiannual reports due to RAILS

Date: **October 22, 2021**
To: **SWAN Board**
From: **Aaron Skog, Executive Director**
Re: **FY23 Budget process & priorities**

_____

We are about to start preparation of the fiscal year 2023 (FY23) budget for the July 1, 2022 – June 30, 2023 period.

Suggested priorities for the FY23 budget.

- Enterprise subscription: the decision to drop Enterprise from the SWAN SirsiDynix renewal must occur before March 30, 2022.
- Determine strategies for SWAN operating expenses: we should discuss short term and long-term strategies for the budget, e.g., decisions around OCLC, SWAN headquarters, etc.
- Discuss & plan for additional revenue, e.g., 100% elimination of RAILS LLSAP funding, new fee-based services from SWAN
- Discuss SWAN growth beyond its contiguous geography

Below is a timeline of the budget process.

Date	Meeting Type	Action Items	Complete?
September 2021	Executive Director	Collect tax data from DuPage, Kane, Will, & submit FOIA to Cook County Treasurer for 2020 tax data.	Done
Friday, October 22, 2021	Regular SWAN Board Meeting	Board and Aaron Skog discuss priorities, research conducted, and identifies work for the next budget	
November [TDB]	Finance Committee	Aaron Skog and Treasurer review budget & set Finance Committee meeting; if needed some policies reviewed	
Friday, November 19, 2021	Regular SWAN Board Meeting	Board accepts FY21 audit. Aaron to bring FY23 Budget draft; Board discuss fees & determines next steps.	
Thursday, December 2, 2021	Quarterly	Announce FY23 Budget Process. Remind directors to report any changes to bond payment schedule.	
Wednesday, December 17, 2021	Regular SWAN Board Meeting	Review of FY23 Budget Draft. Approve FY23 LLSAP grant agreement	

Date	Meeting Type	Action Items	Complete?
Sunday, January 1, 2021		Signed LLSAP grant agreements due to RAILS	
Friday, January 22, 2021	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review. Recommend Draft of SWAN Budget for Membership Presentation. Set Budget Meeting date for February for membership review.	
January 2021 [TBD]	SWANcom	Board present draft budget to membership. Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.	
Tuesday, February 1, 2021 (suggested)	Membership Meeting	Meeting to discuss FY23 budget, fees, and reserves worksheet. Enterprise subscription & Aspen Discovery transition will be discussed.	
Friday, February 18, 2022 (suggested)	Regular SWAN Board Meeting	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.	
Thursday, March 3, 2022	Quarterly	Discussion & approval to end Enterprise subscription. Roll call vote to approve SWAN budget. Announce Board election process.	

Find More Illinois: SWAN analysis

SWAN LIBRARY SERVICES

AARON SKOG

Find More Illinois & OCLC Services

October 22, 2021

Introduction

This analysis outlines what it would entail if SWAN were to switch its bibliographic utility and inter-library lending platform. Find More Illinois is the option compared against the current solutions from OCLC.

OCLC

SWAN provides subscription to OCLC services to all member libraries.

- Illinois State Library sets terms and pricing for Illinois libraries through a state-wide group services contract; SWAN pays a single invoice, and member libraries must approve the OCLC agreement annually
- Interlibrary lending and bibliographic records are the main services OCLC provides SWAN libraries
- The state contract with OCLC prevents SWAN from negotiating its own pricing with OCLC

SWAN staff provide maintenance and support of all member libraries WorldCat Discovery and WorldShare ILL configuration and policies. Training and instruction are provided within SWAN Support, and OCLC WorldShare ILL is a topic covered within SWAN's ILL user group. SWAN Executive Director Aaron Skog holds quarterly meetings with OCLC Vice President Bruce Crocco to discuss ongoing support and development.

Find More Illinois

Find More Illinois (FMI) is a union catalog created and supported by RAILS. RAILS contracted with the vendor AutoGraphics for a platform to create the catalog that would be used as a lower cost alternative to OCLC for inter-library lending. The platform can also act as a search target for libraries needing bibliographic records.

The Find More Illinois information site lists [35 full participants](#), (31 public libraries, 1 academic, 3 school). Standalone libraries appear individually in the Find More platform, with the other participating libraries showing their respective consortia catalog (PrairieCat, RSA, and Rock River). (See figure 1)

User logins to Find More Illinois were integrated with SWAN's OpenAthens platform to ensure a secure, private data transaction. This special software development was undertaken by AutoGraphics with RAILS oversight. SWAN was connected to Find More Illinois as part of Frankfort Public Library's participation, but the library discontinued its participation with Find More in June 2021, so SWAN's connection via firewall access was terminated at that time.
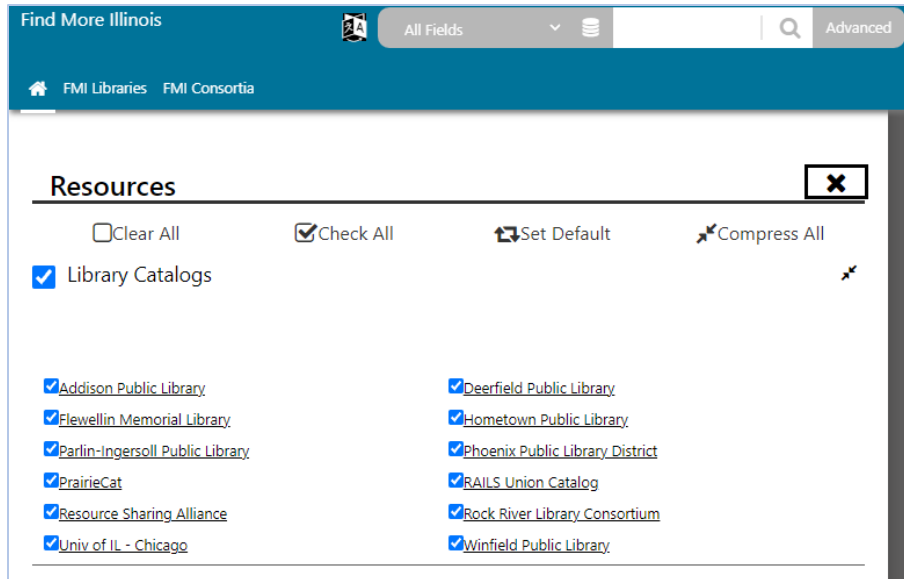
1 Find More Illinois search interface: resources

The LINKin group of 10 public libraries was considering Find More Illinois to replace its INN-Reach system, but no decision has been made to join Find More Illinois.

RAILS is working with Auto-Graphics to finalize the details of an incentive program that will fully subsidize setup costs and first year of fees for all new libraries. The fee estimates for SWAN in this analysis would not necessarily reflect actual FY23 costs for libraries that decide to join during the incentive period. RAILS has not publicized this program yet, but it will be finalized in upcoming months.

Below are some upcoming services RAILS will provide along with Find More Illinois.

- FMI's value to members relies on broad participation. To that end, libraries that join FMI in the next year will pay no setup fees, including SHAREit-side NCIP setup, and will have their FMI membership fees waived for one year. RAILS just finalized this deal and will be publicizing it widely very soon. More FMI members will increase the number of "native" FMI resources.

- Anything SWAN can get in WorldShare will be available through FMI via RAILS Enhanced Borrowing project, which will be piloted this fall. RAILS staff will fill requests not available at member libraries through OCLC WorldShare. This makes everything available in WorldShare available to FMI participants, which will offset the limited scope of its current collection. This will be an opt-in service and will fundamentally alter the FMI hit rate.

- Regarding cataloging, RAILS is going to implement the MARCit add-on for SHAREit, which has access to OCLC WorldCat records as well as a wide variety of other Z39.50 targets for MARC records. This product will be included in the free year for any library that wishes to try it. While Auto-Graphics does not have a product with the level of automation of WorldCat Cataloging Partners, some libraries may find that what they save by ending their OCLC membership outweighs the loss of some benefits.

Cost Comparison

The total cost for SWAN for Find More Illinois and OCLC's current membership is below.

Find More Illinois Total for all SWAN Libraries	$140,250
Total OCLC Group Services Membership for SWAN	$271,007

Feature Comparison Table

Features	Find More Illinois (AutoGraphics with RAILS)	OCLC WorldCat, WorldShare, ILL, Discovery
Cost	$140,250	$271,007
Union catalog platform	AutoGraphics catalog uses Z39.50 connections from participating Illinois libraries and resource sharing consortium	OCLC WorldCat holdings are set by individual libraries and OCLC membership is required
Library members	35 Illinois libraries as full ILL participants	2,945 Illinois libraries (according to OCLC Policy Directory)
Contract	Negotiated by RAILS with AutoGraphics. Participation in Find More requires an annual fee using a pricing formula set by RAILS	Negotiated by Illinois State Library on behalf of Illinois libraries with OCLC; SWAN libraries sign agreement with ISL each year
Size of database	20 million titles discoverable, 2 million available	517 million bibliographic records; 104 million Illinois library holdings, 3 billion library holdings

Features	Find More Illinois (AutoGraphics with RAILS)	OCLC WorldCat, WorldShare, ILL, Discovery
Quality control	Participants who add their records to the union list rather than connecting their catalogs via z39.50 are trained in the cataloging standards approved by the Consortial Cataloging Working Group and expanded upon by Nincy George, RAILS Cataloging Services Coordinator	OCLC provides various levels of data creation with stringent guidelines. Quality control is provided by peer review, reporting, and subsequent correction of cataloging errors.
Updating holdings	Holdings in FMI are real-time reflection of participating libraries	OCLC WorldCat holdings are maintained by individual libraries or by consortia groups. Illinois library consortia CCS, Pinnacle, PrairieCat, RSA, SHARE, and SWAN update WorldCat monthly. SWAN library holdings in OCLC have a real-time status with a Z39.50 connector.
Vendor cataloging services	RAILS is going to implement the MARCit add-on for SHAREit, which has access to OCLC WorldCat records as well as a wide variety of other Z39.50 targets for MARC records. This product will be included in the free year for any library that wishes to try it. Auto-Graphics does not have a product with the level of automation provided to WorldCat Cataloging Partners	OCLC's "WorldCat Cataloging Partners" works with a multitude of vendors. The library orders materials from vendor partners. The vendors then transmit to OCLC the lists of titles ordered. OCLC delivers the full MARC records to SWAN, and the library's holdings are automatically set in OCLC. Multiple national libraries represent catalog records and holdings in OCLC, providing a large repository of foreign language materials.

Features	Find More Illinois (AutoGraphics with RAILS)	OCLC WorldCat, WorldShare, ILL, Discovery
Interlibrary Loan Scope	- In-state only (as of 2021) - z39.50 availability offers real-time availability status check	- WorldWide - z39.50 availability offers real-time availability status check. - IFM (Interlibrary Loan Fee Management) available for out-of-state, special arrangements (libraries may receive fees for lending material out of state to cover costs)
Document Delivery	Physical material loan only	Article Exchange provided electronic delivery of full-text articles through the OCLC knowledge base, TOC, etc. Article Exchange electronic secure transmission can also be used internally to support patron services.
Benefits	- Reduced costs - No need for monthly holding updates	- Enormous database of 517 million records in all formats and languages - Worldwide resource sharing (inter-library loan) component - Stringent quality control - Monthly holdings update can restrict extract of material ineligible for interlibrary loan.

Usage of OCLC WorldShare ILL

SWAN libraries borrowed 13,620 items from outside the SWAN library group in OCLC WorldShare ILL. SWAN libraries lend nearly twice that amount to other libraries outside of the SWAN group.

SWAN Group WorldShare ILL Activity	September	October	November	December	January	February	March	April	May	June	July	August	2020-2021
Borrowing Activity In-Group	8	-	-	-	-	-	-	-	1	1	-	-	10
Borrowing Activity % In-Group	1	-	-	-	-	-	-	-	0	0	-	-	1
Borrowing Activity Out-of-Group	1,113	1,371	1,001	740	1,032	1,083	1,364	1,153	1,033	1,210	1,175	1,345	13,620
Borrowing Activity Total	1,121	1,371	1,001	740	1,032	1,083	1,364	1,153	1,034	1,211	1,175	1,345	13,630
	-	-	-	-									0
Lending Activity In-Group	8	-	-	-	-	-	-	-	1	1	-	-	10
Lending Activity % In-Group	0	-	-	-	-	-	-	-	0	0	-	-	1
Lending Activity Out-of-Group	1,930	2,194	1,669	1,659	1,901	2,088	2,487	2,149	2,195	2,300	2,514	2,710	25,796
Lending Activity Total	1,938	2,194	1,669	1,659	1,901	2,088	2,487	2,149	2,196	2,301	2,514	2,710	25,806

Hit rate for Find More Illinois

If you examine how many titles were requested by a single SWAN member library from lending OCLC libraries, you can compare that list of titles against what is available in Find More Illinois. The "hit rate" in Find More Illinois was around 19% of the desired book titles, or 13 out of 67 found via OCLC WorldShare ILL. See **Appendix B** for details on the titles and the hit rate.

Prior SWAN research into alternate bibliographic utility

In 2011, SWAN investigated alternatives to OCLC. The bibliographic utility SkyRiver was engaged for pricing and a comparison of new bibliographic recorded recently added to SWAN's database was conducted. This "hit rate" showed 97% of those records would be found in OCLC WorldCat, while 82% would be found in SkyRiver. SkyRiver's low hit rate meant that substantial library staff time would be spent creating original bibliographic records to make up for the loss of those found in the higher hit rate with OCLC

The lower hit rate for bibliographic records and the loss of ILL beyond SWAN led SWAN to not pursue SkyRiver.

Possible hybrid model: OCLC & Find More Illinois

There is the possibility of a hybrid approach of using OCLC and Find More Illinois.

Based on the 2011 investigation and the low title hit rate with Find More Illinois, SWAN should retain its bibliographic utility with OCLC. The arrangement would be to have our current 17 cataloging libraries subscriptions to OCLC maintained for bibliographic records. SWAN would only pay for 17 OCLC subscriptions; all other libraries in SWAN would decide if OCLC is a subscription their library would continue with. Find More Illinois would instead become the platform used by SWAN for ILL outside of SWAN.

The pricing for Find More Illinois could reduce SWAN's cost for inter-library lending. The savings overall would reduce SWAN's operating expenses by 0.9% within its fiscal year 2022 budget.

Find More Illinois Total for all SWAN Libraries	**$140,250.00**
OCLC membership for SWAN Cataloging Libraries	**$93,064.82**

Find More Illinois + OCLC Membership Fees Total	**$233,314.82**

Find More Illinois + OCLC solution total savings for SWAN	**($37,692.91)**
Percentage savings from OCLC WorldCat, WorldShare ILL	**14%**
SWAN total operating expenses	**$4,018,538**
Savings of hybrid model as percentage of SWAN budget	**0.9%**

The savings for individual libraries in SWAN is listed in **Appendix A**. This savings does not reflect cost of acquiring material not available in Find More Illinois as it is a variable cost that would be incurred by individual libraries.

Record usage of OCLC WorldCat & Find More Illinois arrangement

WorldCat Rights and Responsibilities for the OCLC Cooperative define how bibliographic records can be used by participating and non-participating member libraries. SWAN conferred with OCLC to make sure it understood the policy correctly.

https://www.oclc.org/en/worldcat/cooperative-quality/policy.html

If libraries in a consortium are all OCLC members, then it is possible to have the following:

1. Bring OCLC records into the shared bibliographic database
2. Create arrangements where some libraries in the group can perform copy cataloging, while other member libraries are simply attaching and requesting OCLC derived records be brought in from WorldCat
3. Libraries exiting the consortium can export all OCLC derived bibliographic records associated with their local ILS holdings, e.g., losing SWAN membership, as long as they remain OCLC members

If libraries in a consortium are a mix of OCLC members and non-members:

1. Bibliographic records can be copied from WorldCat by members, but non-members <u>cannot</u> attach local holdings in the ILS [see 3.B.(6) d]
2. Non-OCLC members cannot export WorldCat derived bibliographic records from the local ILS if they decided to leave the group, e.g., leaving SWAN [see 3.B.(6)]
3. Non-OCLC members should not send requests to OCLC member libraries for downloading WorldCat records [unless prior written consent is obtained from OCLC]

Considerations

Find More Illinois for requesting material via ILL is not a compelling solution for SWAN. Additionally, it should not be considered for SWAN's bibliographic utility in its current state.

- The title hit rate in Find More Illinois is only 19% of that in WorldShare ILL, based on a small one-library monthly sample
- Statistical measures critical for interlibrary loan (e.g., percentage of requests filled, time to fill) are not publicly available for Find More Illinois and will be critical to a full analysis of effectiveness
- The 0.9% cost savings would not justify the loss of OCLC WorldShare ILL
- The hybrid model would complicate our centralized cataloging, and presents bibliographic record ownership risk for member libraries.
- Libraries in SWAN would have to decide if they should retain membership in OCLC, and in doing so, would complicate the ILL processing within SWAN: some libraries would use OCLC WorldShare ILL, others would be using Find More Illinois

Is it possible that Find More Illinois can grow to a large enough size to compete with OCLC? As a drop-in replacement for SWAN libraries, the Find More Illinois scope is not viable for SWAN.

SWAN instead could pursue the following strategy:

- Provide guidance to the Illinois State Library on what features should be included in the renewal of the Illinois OCLC group services contract; some services not included in the group-services statewide contact could be negotiated, e.g., WorldShare Management Services, CONTENTdm
- Recommend an OCLC pricing formula to help Illinois libraries move towards a sustainable arrangement with OCLC membership
- Advocate for state dollars to be strategically used for statewide ILL which expands the scope of material available through worldwide interlibrary loan, prioritized through state holdings

SWAN has already experienced the results of a sustained effort to improve the OCLC offering to its member libraries. SWAN has also provided leadership within Illinois libraries in building software tools such as OCLC Holdings Manager. The OCLC pricing for Illinois libraries was set during the RFP process managed by the Illinois State Library years ago, so it seems time is better spent preparing and improving the next state-wide RFP. We need to decide whether the strategy is to wait for RAILS to develop alternate resource sharing services—also largely incumbent on OCLC WorldShare ILL—that will reduce expenses for SWAN, or advocate for tax dollars spent on Find More Illinois be used to improve the statewide OCLC group-services solution.

Appendix A: Find More Illinois hit rate

Hit rate of titles for Glen Ellyn Public Library borrowed via OCLC and currently received/in use, effective October 4, 2021. Of 67 titles borrowed, only 13 were available in Find More Illinois. This list was verified by RAILS.

Duplicate searches represent multiple requests to fill book club loans. In those cases, number of items available is critical in filling the interlibrary loan request.

Format	Title	Author	FMI Search Result by RAILS	Score
Book	100 days of active resistance		Not found	0
Book	A light in the window	Peterson, Tracie	Found, at FMI library, 3 of 3 FMI copies currently available - LP format	1
Book	A sense of wonder : on reading and writing books for children		Not found	0
Book	Aladdin	Vitale, Brooke; Disney Storybook Artists	Found, not at FMI library	0
Book	Alice on stage : a history of the early theatrical productions of Alice in wonderland, together with a checklist of dramatic adaptations of Charles Dodgson's works		Found, at FMI library, 1 of 1 FMI copies currently available	1
Book	As long as we both shall live : two novels		Found, at FMI library, 0 of 1 FMI copies currently available	1
Book	Asterix and the Picts	Ferri, Jean-Yves; Conrad, Didier; Bell, Anthea; Goscinny; Uderzo	Not found	0
Book	Black halo		Not found	0
Book	Blood sugar 101 : what they don't tell you about diabetes		Found, at FMI library, format not available	0
Book	Botanical medicine for women's health	Romm, Aviva Jill	Found, at FMI library, 0 of 1 FMI copies currently available	1

Format	Title	Author	FMI Search Result by RAILS	Score
Book	Cinderella liberator	Solnit, Rebecca; Rackham, Arthur	Found, at FMI library, format not available	0
Book	Cinderella liberator	Solnit, Rebecca; Rackham, Arthur	[duplicate search]	0
Book	Cinderella liberator	Solnit, Rebecca; Rackham, Arthur	[duplicate search]	0
Book	Cinderella liberator	Solnit, Rebecca; Rackham, Arthur	[duplicate search]	0
Book	Clothes; part of your world.		Not found	0
Book	Critical race theory : the key writings that formed the movement		Found, at FMI library, 2 of 4 FMI copies currently available	1
Book	Damned	DeLeon, Jana	Found, not at FMI library	0
Book	Dead souls	Marsons, Angela	Not found	0
Book	Dreadful	DeLeon, Jana	Found, not at FMI library	0
Book	Family Wicca : practical paganism for parents and children		Not found	0
Book	Golden skylark, and other stories		Not found	0
Book	Gum moon : a novel of San Francisco Chinatown		Not found	0
Book	Gum moon : a novel of San Francisco Chinatown		[duplicate search]	0
Book	Integrative medicine	Rakel, David	Found, at FMI library, 2 of 2 FMI copies currently available	1
Book	Lady long rider : alone across America on horseback		Not found	0

Format	Title	Author	FMI Search Result by RAILS	Score
Book	Last call	Powers, Tim	Found, at FMI library, format not available	0
Book	Letting go of literary whiteness : antiracist literature instruction for white students		Found, at FMI library, format not available	0
Book	Lewis Carroll and the Victorian stage : theatricals in a quiet life		Found, at FMI library, 1 of 1 FMI copies currently available	1
Book	Medical herbalism : the science and practice of herbal medicine		Found, not at FMI library	0
Book	My left foot		Found, not at FMI library (au: Christy Brown) Found, at FMI library (au: Connaughton, Shane), 1 of 1 FMI copies currently available	1
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	My left foot		[duplicate search]	0
Book	Nanny wisdom : our secrets for raising healthy, happy children--from newborns to preschoolers		Not found	0
Book	Organized crime : a very short introduction		Found, at FMI library, 1 of 1 FMI copies currently available	1
Book	Organized crime : a very short introduction		[duplicate search]	0
Book	Radiant church : restoring the credibility of our witness		Found, at FMI library, format not available	0
Book	Taskmaster. The right price		Not found	0

Format	Title	Author	FMI Search Result by RAILS	Score
Book	The convoluted universe. Book One		Not found	0
Book	The day the world came to town : 9/11 in Gander, Newfoundland		Found, at FMI library, 5 of 6 FMI copies currently available	1
Book	The day the world came to town : 9/11 in Gander, Newfoundland		[duplicate search]	0
Book	The day the world came to town : 9/11 in Gander, Newfoundland		[duplicate search]	0
Book	The day the world came to town : 9/11 in Gander, Newfoundland		[duplicate search]	0
Book	The day the world came to town : 9/11 in Gander, Newfoundland		[duplicate search]	0
Book	The day the world came to town : 9/11 in Gander, Newfoundland		[duplicate search]	0
Book	The distant land of my father	Caldwell, Bo	Found, at FMI library, 1 of 1 FMI copies currently available	1
Book	The distant land of my father	Caldwell, Bo	[duplicate search]	0
Book	The distant land of my father	Caldwell, Bo	[duplicate search]	0
Book	The distant land of my father	Caldwell, Bo	[duplicate search]	0
Book	The new Antoinette Pope school cookbook,		Not found	0
Book	The pottery gardener : flowers and hens at the Emma Bridgewater factory		Not found	0
Book	The soldier's girl		Found, not at FMI library	0
Book	The spark of resistance : women spies in WWII		Not found	0
Book	The theory of moral sentiments		Found, at FMI library, 5 of 5 FMI copies currently available	1
Book	Things My Grandma Told Me, Things My Grandma		Not found	0

Format	Title	Author	FMI Search Result by RAILS	Score
	Showed Me : a cookbook memoir 1975-2001			
Book	Women and girls with autism spectrum disorder : understanding life experiences from early childhood to old age		Found, not at FMI library	0
Book	Working classics : poems on industrial life		Found, at FMI library, 1 of 1 FMI copies currently available	1
Book	You² : a high velocity formula for multiplying your personal effectiveness in quantum leaps	Pritchett, Price	Not found	0
			Find More Illinois Hit Count	**13**
			Hit Rate as percentage of titles sought for ILL	**19%**

Appendix B: Cost saving per library

Below is the individual library savings with the Find More Illinois & OCLC hybrid arrangement.

SWAN Library	Type	Fee Total FY23 OCLC+FMI Hybrid	Fee Total FY23 w OCLC	Savings
Acorn Public Library District	Public	$ 22,355	$ 22,670	$ 316
Alsip-Merrionette Park Public Library District	Public	$ 34,657	$ 35,113	$ 455
Batavia Public Library District	Public	$ 47,303	$ 47,902	$ 599
Bedford Park Public Library District	Public	$ 25,578	$ 25,930	$ 352
Beecher Community Library District	Public	$ 15,114	$ 15,348	$ 234
Bellwood Public Library	Public	$ 28,757	$ 29,146	$ 388
Bensenville Community Public Library District	Public	$ 27,717	$ 28,093	$ 377
Bensenville Elementary School District #2	School	$ 17,500	$ 17,500	$ -
Berkeley Public Library	Public	$ 15,731	$ 15,972	$ 241
Berwyn Public Library	Public	$ 45,605	$ 46,184	$ 579
Bloomingdale Public Library	Public	$ 41,332	$ 41,862	$ 531
Blue Island Public Library	Public	$ 23,695	$ 24,026	$ 331
Bridgeview Public Library	Public	$ 22,939	$ 23,262	$ 322
Broadview Public Library District	Public	$ 23,380	$ 23,708	$ 327
Linda Sokol Francis Brookfield Library	Public	$ 34,238	$ 34,689	$ 450
Calumet City Public Library	Public	$ 26,541	$ 26,904	$ 363
Calumet Park Public Library	Public	$ 13,667	$ 13,884	$ 217
Carol Stream Public Library	Public	$ 46,089	$ 46,674	$ 585
Chicago Heights Public Library	Public	$ 19,932	$ 20,220	$ 288
Chicago Ridge Public Library	Public	$ 25,496	$ 25,848	$ 351
Cicero Public Library	Public	$ 29,033	$ 29,424	$ 391
Clarendon Hills Public Library	Public	$ 19,754	$ 20,040	$ 286
Crestwood Public Library District	Public	$ 17,293	$ 17,551	$ 258
Crete Public Library District	Public	$ 29,538	$ 29,935	$ 397
Dolton Public Library District	Public	$ 22,930	$ 23,252	$ 322
Downers Grove Public Library	Public	$ 66,472	$ 67,288	$ 816
Eisenhower Public Library District	Public	$ 48,301	$ 48,911	$ 610
Elmwood Park Public Library	Public	$ 27,811	$ 28,188	$ 378
Evergreen Park Public Library	Public	$ 23,556	$ 23,885	$ 329
Flossmoor Public Library	Public	$ 24,975	$ 25,320	$ 345
Forest Park Public Library	Public	$ 30,084	$ 30,487	$ 403
Frankfort Public Library District	Public	$ 36,271	$ 36,744	$ 473
Franklin Park Public Library District	Public	$ 30,173	$ 30,578	$ 404
Geneva Public Library District	Public	$ 63,435	$ 64,217	$ 781
Glen Ellyn Public Library	Public	$ 53,626	$ 54,296	$ 670
Glenside Public Library District	Public	$ 43,761	$ 44,319	$ 558

SWAN Library	Type	Fee Total FY23 OCLC+FMI Hybrid	Fee Total FY23 w OCLC	Savings
Glenwood-Lynwood Public Library District	Public	$ 21,546	$ 21,852	$ 307
Grande Prairie Public Library District	Public	$ 26,487	$ 26,849	$ 363
Green Hills Public Library District	Public	$ 33,600	$ 34,044	$ 443
Harvey Public Library District	Public	$ 20,342	$ 20,635	$ 293
Hillside Public Library	Public	$ 24,315	$ 24,653	$ 338
Hinsdale Public Library	Public	$ 40,698	$ 41,222	$ 524
Hodgkins Public Library District	Public	$ 17,687	$ 17,950	$ 263
Homewood Public Library District	Public	$ 33,506	$ 33,948	$ 442
Indian Prairie Public Library District	Public	$ 14,193	$ 14,416	$ 223
Itasca Community Library	Public	$ 27,405	$ 27,778	$ 373
Justice Public Library District	Public	$ 15,093	$ 15,326	$ 233
Kaneville Public Library District	Public	$ 12,846	$ 13,054	$ 208
La Grange Public Library	Public	$ 35,589	$ 36,055	$ 466
LaGrange Park Public Library District	Public	$ 28,767	$ 29,156	$ 388
Lansing Public Library	Public	$ 34,319	$ 34,770	$ 451
Lyons Public Library	Public	$ 18,633	$ 18,907	$ 274
Markham Public Library	Public	$ 18,687	$ 18,961	$ 274
Matteson Area Public Library District	Public	$ 35,395	$ 35,858	$ 464
Maywood Public Library District	Public	$ 24,446	$ 24,786	$ 339
McCook Public Library District	Public	$ 16,103	$ 16,348	$ 245
Melrose Park Public Library	Public	$ 21,224	$ 21,527	$ 303
Messenger Public Library of North Aurora	Public	$ 30,002	$ 30,404	$ 402
Midlothian Public Library	Public	$ 24,033	$ 24,368	$ 335
Morton Arboretum	Special	$ 12,500	$ 12,500	$ -
Nancy L. McConathy Public Library District	Public	$ 14,482	$ 14,708	$ 227
National University of Health Sciences	Academic	$ 11,667	$ 11,667	$ -
North Riverside Public Library District	Public	$ 21,905	$ 22,215	$ 311
Northlake Public Library District	Public	$ 30,513	$ 30,921	$ 408
Oak Brook Public Library	Public	$ 21,625	$ 21,933	$ 307
Oak Lawn Public Library	Public	$ 65,382	$ 66,185	$ 803
Oak Park Public Library	Public	$ 99,329	$ 100,517	$ 1,188
Palos Heights Public Library	Public	$ 24,284	$ 24,622	$ 338
Palos Park Public Library	Public	$ 16,585	$ 16,835	$ 250
Park Forest Public Library	Public	$ 30,127	$ 30,531	$ 404
Prairie State College	Academic	$ 23,333	$ 23,333	$ -
Prairie Trails Public Library District	Public	$ 30,532	$ 30,940	$ 408
Richton Park Public Library District	Public	$ 21,089	$ 21,391	$ 301
River Forest Public Library	Public	$ 24,501	$ 24,841	$ 340
River Grove Public Library District	Public	$ 16,276	$ 16,523	$ 247

SWAN Library	Type	Fee Total FY23 OCLC+FMI Hybrid	Fee Total FY23 w OCLC	Savings
Riverdale Public Library District	Public	$ 16,771	$ 17,024	$ 252
Riverside Public Library	Public	$ 22,867	$ 23,189	$ 322
Roselle Public Library District	Public	$ 30,483	$ 30,891	$ 408
Schiller Park Public Library	Public	$ 22,219	$ 22,533	$ 314
South Holland Public Library	Public	$ 32,516	$ 32,947	$ 431
St Charles Public Library District	Public	$ 84,996	$ 86,022	$ 1,026
Steger-South Chicago Heights Public Library District	Public	$ 15,939	$ 16,182	$ 243
Stickney-Forest View Public Library District	Public	$ 22,646	$ 22,965	$ 319
Sugar Grove Public Library District	Public	$ 18,465	$ 18,736	$ 272
Summit Public Library District	Public	$ 15,415	$ 15,652	$ 237
Theosophical Society in America	Special	$ 12,500	$ 12,500	$ -
Thomas Ford Memorial Library	Public	$ 26,286	$ 26,647	$ 360
Thornton Public Library	Public	$ 13,439	$ 13,653	$ 215
Tinley Park Public Library	Public	$ 64,871	$ 65,668	$ 798
Town and Country Public Library District	Public	$ 25,535	$ 25,887	$ 352
University Park Public Library District	Public	$ 17,742	$ 18,005	$ 263
Villa Park Public Library	Public	$ 25,833	$ 26,188	$ 355
Warrenville Public Library District	Public	$ 29,389	$ 29,785	$ 395
West Chicago Public Library District	Public	$ 34,425	$ 34,878	$ 453
Westchester Public Library	Public	$ 24,544	$ 24,884	$ 341
Westmont Public Library	Public	$ 31,518	$ 31,938	$ 420
William Leonard Public Library District	Public	$ 14,352	$ 14,577	$ 225
Wood Dale Public Library District	Public	$ 36,729	$ 37,208	$ 479
Woodridge Public Library	Public	$ 50,126	$ 50,757	$ 631
Worth Public Library District	Public	$ 19,761	$ 20,047	$ 286