SWAN Quarterly Meeting

March 3, 2022

1

Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Introduction Item – Live voting platform demonstration
5. Action Item – Approval of the December 2, 2021 Quarterly meeting minutes (live vote)
6. Action Item – Approval of the fiscal year 2023 budget & membership fees (live vote)
7. Action Item – Approval of amending the fiscal year 2022 budget for Aspen fines payment integration (live vote)

8. Discussion Item—Planned downtime for Sunday, April 17, 2022 (poll)
9. Information Item— SWAN analysis of rental collection pilot with Baker & Taylor
10. Information Item—Aspen Discovery progress report & final steps remaining
11. Announcements and Questions
12. Next meeting: June 2, 2022

2

2

Live Vote Demonstration

Aaron Skog, Executive Director
Dawne Tortorella, Assistant Director

March 3, 2022   SWAN Library Services   **3**

3

Live Voting

March 3, 2022   SWAN Library Services   **4**

4

Voting

Practice vote

Approve Minutes

March 3, 2022   SWAN Library Services   5

5

Budget & Membership Fees

March 3, 2022   SWAN Library Services   6

6

Budget Highlights

- 100 Libraries strong
- No library add-ons in FY23
- Aspen Discovery catalog support, SirsiDynix Enterprise subscription ends
- Preparing for the BLUEcloud Circulation & automation of delivery transit labels
- Security initiative consulting expenses
- SWAN Expo August 19, 2022

- Revenue
  - Lower interest income
  - Lower RAILS funding from prior years
- Expenses
  - Overall, 1.2% increase
    - Additional e-commerce/PayPal expense pass-thru
    - Printer group purchase pass-thru
  - Removed Enterprise expense
  - Added KitKeeper & Book Club Kits
  - Reduced expenses due to pandemic

March 3, 2022   SWAN Library Services   7

7

2022 priorities

Strategic plan & tactical plan

1. Aspen Discovery
2. Security initiative
3. BLUEcloud Staff
   A. Acquisitions
   B. Cataloging
   C. Circulation

Preparation & research

- [Find More Illinois analysis](#)
  - Inadequate solution
  - 19% hit rate compared to OCLC
  - Savings 0.9% to SWAN
- SirsiDynix annual subscription
  - Negotiated 0% increase
- OCLC annual subscription
  - Lowered cost in FY22

March 3, 2022   SWAN Library Services   8

8

Budget: Aspen Discovery

- FY23 Aspen expenses increase for server hosting
- SirsiDynix expenses are lowered by $58,735
- Net savings $34,735

5430 & 5440 Expenses	Current	FY2023
SirsiDynix Enterprise, SaaS Annual Subscription	$41,185	$0
SirsiDynix Portfolio, SaaS Annual Subscription - Up to 10K assets	$15,000	$0
SirsiDynix Enterprise SaaS Test System, Annual Subscription	$2,550	$0
Aspen hosting server expense	$6,000	$30,000
Aspen support with ByWater Solutions expense	$85,000	$85,000
	$149,735	**$115,000**

March 3, 2022   SWAN Library Services   9

9

Budget: Security Initiative

Current budget (underway)

#5830 Consulting $38,000

Added expense for Sikich to conduct information security audit with SWAN

FY23 budget expense

#5830 Consulting $19,200

Mitigation efforts for security audit findings

Virtual Chief of Information Security (vCISO) service

Creation & implementation of policies

March 3, 2022   SWAN Library Services   10

10

Budget: BLUEcloud: Acquisitions, Cataloging, Circulation

- Included in SirsiDynix agreement
- No additional cost
- BLUEcloud Acquisitions
- BLUEcloud Cataloging
- BLUEcloud Circulation

- Cataloging Pilot
- Circulation Pilot with SWAN Circulation Advisory
- Acquisitions live with 3 libraries
- Watch for BLUEcloud Update announcements
- February release

March 3, 2022   SWAN Library Services   11

11

Budget: Restick printer purchase

- BLUEcloud Circulation generates transit/delivery labels
- 100 printers $34,000 reserve purchase: 1 printer per library
- Additional group-purchase for delivery printers:
  - Revenue #4190 Member Group Purchase Receipts $10,200
  - Expense #5690 Group Purchases – Hardware $10,200

Route to:
VPD
Villa Park Public Library

For shelving

Last and first men : a story of the near and far future
32752001026036

From:
SWS
SWAN Headquarters
Dec 15 2021

EPSON

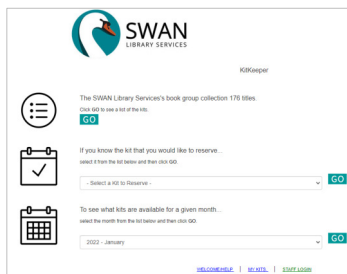March 3, 2022   SWAN Library Services   12

12

Budget: Book club support & Popular materials

KitKeeper out of pilot – any library can join

- Geneva and Downers Grove are sharing 176 kits with SWAN libraries

Baker & Taylor Rental – targeting high demand holds

- Rental copies circulated an average of 4.79 times
- Once returned and hold queue exhausted, books returned

2022 – expanding test to include floating collections to minimize transit time

March 3, 2022 · SWAN Library Services · **13**

13

Budget: Reading Platform - Beanstack
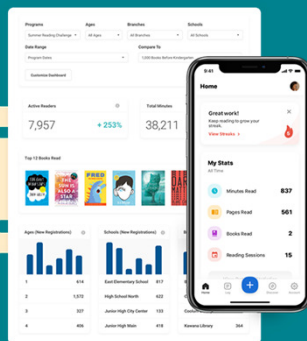
- Provides reading platform for small libraries and their patrons who do not have budget or staff time to support
- Provides opportunity to share marketing and training resources throughout SWAN
- Support year-long reading and student outreach
- Supplements, does not replace existing library-branded reading platforms or programs
- Will be available for patron use by mid-May to accommodate summer reading

March 3, 2022 · SWAN Library Services · **14**

14

Why Beanstack?

- Currently 48 of our 95 public libraries use Beanstack
- Does not require integration with patron database, retaining patron privacy and limiting access to personal identifiable information
- Year-round reading programs/templates
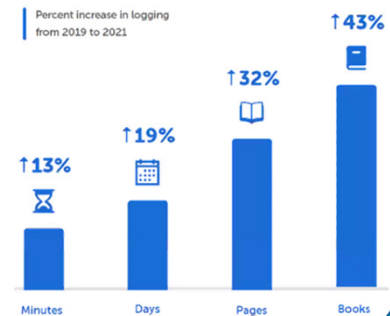- Monthly reading challenges
- Strong community of users
- Continuous development
- Compliance with accessibility standards

Summer readers are now logging more than they were pre-pandemic.

Percent increase in logging from 2019 to 2021

↑13% Minutes
↑19% Days
↑32% Pages
↑43% Books

March 3, 2022   SWAN Library Services   15

15

Budget: EBSCO database group-purchase

- Year-3 renewal with 84 participating libraries
- Pricing finalized at 2% increase & updated in meeting packet
- Opt-out period ended Friday, February 18th 11:59 p.m.
- No additional libraries opted out year-3
- Invoices for full year subscription will be sent July 2022 (same as year-2)

March 3, 2022   SWAN Library Services   16

16

Budget: SWAN Reserves

SWAN Reserves Plan: Updated for FY23 Budget

Capital Expenditures (anything over $5,000)	FY22	FY23	FY24	FY25	FY26
	July 2021-June 2022	July 2022-June 2023	July 2023-June 2024	July 2023-June 2025	July 2023-June 2026
Prior Year Balance: End of fiscal year, final audit, see "Unrestricted" on Balance Sheet	$2,241,167	$2,107,667	$2,073,667	$2,073,667	$2,073,667
Reserves collected & Impact Fee	$0	$0	$0	$0	
Server replacement: no longer required with cloud-based Infrastructure-as-a-Service*	$0	$0	$0	$0	
Firewall replacement: no longer required with cloud-based Intrastructure-as-a-Service	$0	$0	$0	$0	
Printer purchase		($34,000)			
Aspen Discovery Project	($85,000)				
Baker & Taylor Project	($5,000)				
Security audit	($43,500)				
Funds for EMV commerce devices (chip & PIN)					
Funds for SWAN staff computer replacement					
Future ILS Migration Budget ($465,740)					
Total	**$2,107,667**	**$2,073,667**	**$2,073,667**	**$2,073,667**	**$2,073,667**
Maintain 4 months operating in reserve (policy)	($1,380,842)	($1,449,884)	($1,522,378)	($1,598,497)	($1,678,422)
Over/(Under) Reserve Policy	**$726,825**	**$623,783**	**$551,289**	**$475,170**	**$395,245**
Operating Budget (5% increases each year after FY21)	$4,142,526	$4,349,652	$4,567,134.92	$4,795,491.66	$5,035,266.24
Months operating in reserve	6.11	5.72	5.45	5.19	4.94

March 3, 2022   SWAN Library Services   **17**

17

Motion to Approve the Budget

Motion to approve the fiscal year 2023 budget:

RESOLVED, THE FISCAL YEAR 2023 BUDGET, MEMBERSHIP FEES, AND EBSCO GROUP PURCHASE FEES ARE HEREBY APPROVED AS PRESENTED.

March 3, 2022   SWAN Library Services   **18**

18

Motion to Amend Current FY22 Budget

Rationale

- Memo in meeting packet
- New revenue & expense activity
- March – June 2022 online payments within Aspen

Proposed motion

RESOLVED, THE SWAN FISCAL YEAR 2022 BUDGET LINE #4240 E-COMMERCE TRANSACTIONS WILL BE ADDED AT $11,666 AND THE BUDGET LINE #5940 E-COMMERCE PAYMENT TRANSACTIONS WILL BE ADDED AT $11,666.

March 3, 2022   SWAN Library Services   **19**

19

System maintenance

Steven Schlewitt, IT & System Support Manager

March 3, 2022   SWAN Library Services   **20**

20

3/3/2022

Annual Symphony Database Rebuild

- Sunday, April 17th, 2022 (Easter Sunday)
  - Downtime of WorkFlows and other services required throughout
  - Process will begin Saturday night after libraries close
- WorkFlows Offline required for open libraries on the 17th
- Watch for the news post!

- Sunday, APRIL 17th

- Impacted Services:
  - **Enterprise & Aspen Catalog**
    - *Intermittent* My Account functions (holds, payments, lists, etc)
    - *Intermittent* Inaccuracies of Item location and availability
  - **Symphony WorkFlows**
    - *Intermittent* External SIP2 & Web Services integrations (including external vendor subscriptions, digital materials access)
    - Internal SIP2 integrations for library self-checkout, AMH, and PC reservation
    - WorkFlows - Offline mode must be used for all checkouts
  - **BLUEcloud Applications**
    - BLUEcloud Analytics April 16/17th transactions - harvest will be delayed an extra day
    - BLUEcloud Mobile, MobileCirc, BLUEcloud Circ and Cataloging will be unavailable

March 3, 2022   SWAN Library Services   **21**

21

Poll: Sunday, April 17th

Is your library open on Easter Sunday?

March 3, 2022   SWAN Library Services   **22**

22

11

Analysis of Rental Pilot with Baker & Taylor

Scott Brandwein, Bibliographic Services Manager

Dawne Tortorella, Assistant Director

Aaron Skog, SWAN Executive Director

March 3, 2022   SWAN Library Services   **23**

23

Rental Collection Analysis

August 2020-December 2021

- Vendor: Baker & Taylor
- $5,000 budget
- Yearly quota of 276 credits (credits based on list price; most = 1 credit)
- SWAN holds ~150 titles at a time

SWAN owned items had the highest ratio of circulation per item owned of all library agencies in 2021. (not surprising)

5.06:1 ratio

Overall, SWAN items in rental collection circulated 5+ times in 2021.

March 3, 2022   SWAN Library Services   **24**

24

Project structure

Objectives

- Increase knowledge of vendor processing options to provide better member support
- Development expertise in BLUEcloud Acquisitions selector lists and processing
- Augment consortium-wide holdable titles (no hold restrictions)

Process

- Selection titles based on high demand holds
- Order with pre-processing
- Receive items, immediately transit
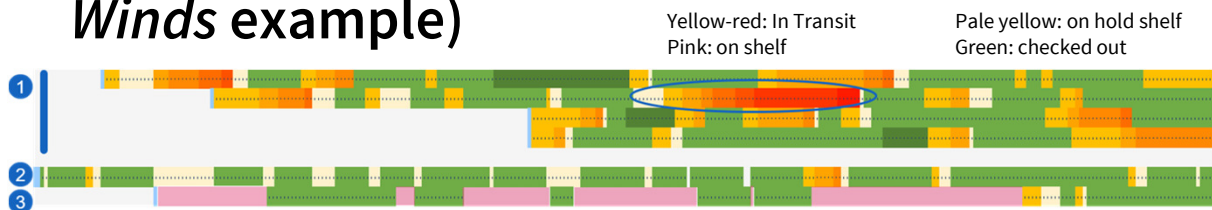- Items returned to vendor when no longer circulating

March 3, 2022   SWAN Library Services   **25**

25

Circulation & transit analysis (*The Four Winds* example)

Yellow-red: In Transit
Pink: on shelf

Pale yellow: on hold shelf
Green: checked out

1. SWAN rental copies
2. Downers Grove copy
3. Single copy at a small SWAN library (few patrons place holds)

Highlighted section represents a time period of 52 days where this item bounced in transit to 7 libraries.

Shows saturation level of copies to holds reached.
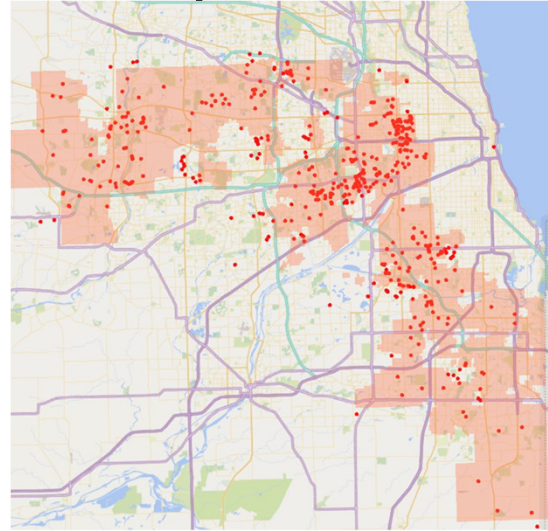
March 3, 2022   SWAN Library Services   **26**

26

Who received these rental copies?

Benefits

- Distributed throughout the SWAN service area
- Patterns help identify volume and timing of demand-based fulfillment
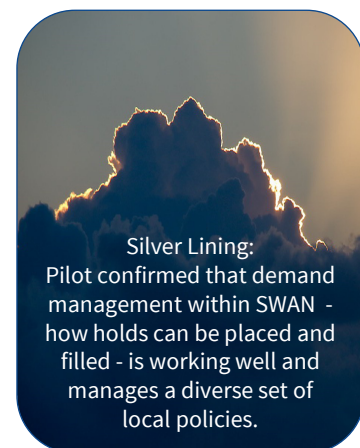- Minimal staff time required to process items upon receipt – getting them into patron hands quickly

27

Next steps: Possibilities

Future research & ideas for exploration

1. Volume vs targeted single titles – flood the consortium with the "next hot title"
2. Floating collections – instead of transit back to SWAN, remain "local" on Display or Quick Picks shelf
3. Shared selection lists – make it easier to pick titles through centralized access to lists & pre-processing instructions, defined by library

Silver Lining:
Pilot confirmed that demand management within SWAN - how holds can be placed and filled - is working well and manages a diverse set of local policies.

28

14

Aspen Progress Report

29

Key Dates

Aspen Soft Launch

Enterprise contract ends

26 Apr.

8 Mar.

30 Apr.

catalog.swanlibraries.net redirects to Aspen

30

Updating Links

- Libraries should update all links to Enterprise by **April 26th**
- swanlibs.ent.sirsi.net URLs will NOT redirect – if not updated, will break April 30th
- SWAN will monitor Enterprise traffic and reach out to individual libraries in early April
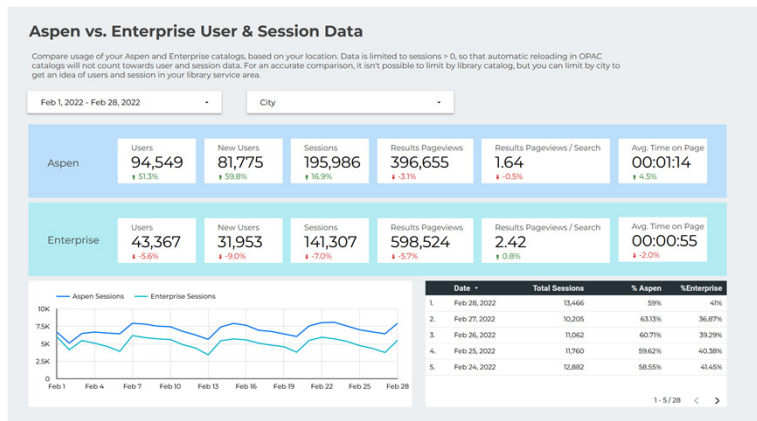
March 3, 2022

SWAN Library Services

31

31

Aspen vs. Enterprise Usage

Over half of users and sessions are in Aspen already.

Aspen vs. Enterprise User & Session Data

Compare usage of your Aspen and Enterprise catalogs, based on your location. Data is limited to sessions > 0, so that automatic reloading in OPAC catalogs will not count towards user and session data. For an accurate comparison, it isn't possible to limit by library catalog, but you can limit by city to get an idea of users and session in your library service area.

Feb 1, 2022 - Feb 28, 2022   City

	Users	New Users	Sessions	Results Pageviews	Results Pageviews / Search	Avg. Time on Page
Aspen	94,549 ↑ 51.3%	81,775 ↑ 59.8%	195,986 ↑ 16.9%	396,655 ↓ -3.1%	1.64 ↓ -0.5%	00:01:14 ↑ 4.5%
Enterprise	43,367 ↓ -5.6%	31,953 ↓ -9.0%	141,307 ↓ -7.0%	598,524 ↓ -5.7%	2.42 ↑ 0.8%	00:00:55 ↓ -2.0%

	Date ▾	Total Sessions	% Aspen	%Enterprise
1.	Feb 28, 2022	13,466	59%	41%
2.	Feb 27, 2022	10,205	63.13%	36.87%
3.	Feb 26, 2022	11,062	60.71%	39.29%
4.	Feb 25, 2022	11,760	59.62%	40.38%
5.	Feb 24, 2022	12,882	58.55%	41.45%

1 - 5 / 28

March 3, 2022

SWAN Library Services

32

32

16

Board Election 2022

33

Board election timetable

Election Process Announced	March 3, 2022 (Quarterly)
Online Self-Nominations Accepted	April 4 – 29, 2022
Names of Candidates Released	May 2, 2022
Electronic Ballot	May 9 – May 31, 2022
Results Announced	June 1, 2022
Elected Candidates invited to June SWAN Board Meeting	June 17, 2022
Candidates' Terms Begin	July 1, 2022
July Board Meeting	July 15, 2022

34

3/3/2022

Announcements & Questions

Ted Bodewes, SWAN Board President

Thomas Ford Memorial Library, Western Springs, IL

35

35