

SWAN BOARD MEETING AGENDA

April 22, 2022 9:30 a.m.

**Midlothian Public Library
14701 South Kenton Avenue
Midlothian, IL 60445-2575**

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 April 22, 2022 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 22, 2022 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, March 2022

- a. Balance sheet and detail of expenditures for March 2022
- b. Approval of the payment of bills for March 1, 2022 through March 31, 2022 in the amount of \$49,647.91 (Exhibit pgs. 3-10)

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR MARCH 1 THROUGH MARCH 31, 2022 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR JANUARY 2022

5. Action Item – Acceptance of the March 18, 2022 SWAN Board Meeting Minutes

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 18, 2022 SWAN BOARD MEETING MINUTES AS PRESENTED (Exhibit pgs. 11-14)

6. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 15-21)
- c. Operations Report (Exhibit pgs. 22-46)
- d. Treasurer Report
- e. Board Calendar (Exhibit pgs 47-48)

7. Discussion Item – SWAN Quarterly meetings
8. Discussion Item – SWAN Bylaws Committee (Exhibit pgs. 49-52)
9. Discussion Item – SWAN Expo August 19, 2022 sessions (Exhibit pgs. 53-58)
10. Adjournment

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

SWAN Board Member	Library	Office	Term Expires
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 2023
Jennifer Cottrill	Midlothian Public Library	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 March 31, 2022**

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 1,349,125.06
Hinsdale Bank - MM - 5010	983,698.58
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	\$ 2,332,866.50
 Current Assets	
Accounts Receivable	57,117.27
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	3,876.50
Spares Inventory	1,732.50
Total Current Assets	\$ 86,193.35
 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	\$ 2,440,254.76
LIABILITIES	
Current Liabilities	
Deferred Revenue	\$ 1,819.50
Deferred Revenue - MAGIC Fee Supplement	54,810.00
Grant	
Accrued Payroll	40,906.76
457B Payable	(3,697.02)
Retirement Payable	(1,378.94)
Compensated Absences	108,060.39
Lease Payable	39,788.11
Total Current Liabilities	\$ 240,308.80
 Long Term Liabilities	
Total Liabilities	\$ 240,308.80
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,237,560.37
Total Beginning Net Assets	2,262,362.37
 Current YTD Net Income	(62,416.41)
Total Fund Balance	2,199,945.96
 Total Liabilities and Fund Balances	\$ 2,440,254.76

Statement of Revenue and Expenses Summary
For the 9 Months Ended March 31, 2022

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
Revenue					
4000 - Membership Fees	\$7,663.83	\$2,200,385.12	\$2,921,563.44	\$ 721,178.32	75.32%
4100 - Membership Reimbursements	4,014.61	447,916.15	463,984.00	16,067.85	96.54%
4200 - Reimbursement for Losses	12,915.67	52,825.94	30,900.00	(21,925.94)	170.96%
4300 - Grant Revenue	-	394,018.25	522,691.00	128,672.75	75.38%
4500 - Investment & Interest	228.01	525.63	2,000.00	1,474.37	26.28%
4600 - Reserve Fund Transfer	-	-	90,000.00	90,000.00	0.00%
Total Revenue	<u>26,272.18</u>	<u>3,097,121.15</u>	<u>4,042,804.44</u>	<u>945,683.29</u>	<u>76.61%</u>
Expenses					
5000 - Salaries & Wages	161,620.78	1,079,261.22	1,546,800.00	467,538.78	69.77%
5020 - Personnel Benefits	39,666.91	329,561.98	500,000.00	170,438.02	65.91%
5100 - Building & Grounds	22,381.04	105,013.64	125,854.00	20,840.36	83.44%
5200 - Professional Development	349.00	4,613.83	16,200.00	11,586.17	28.48%
5300 - Membership Development	-	467.32	2,000.00	1,532.68	23.37%
5400 - Information & Technology Services	1,208.61	1,091,673.09	1,267,800.00	176,126.91	86.11%
5500 - General Office	156.36	1,871.13	3,000.00	1,128.87	62.37%
5600 - Hardware & Equipment	128.35	2,490.77	4,700.00	2,209.23	53.00%
5700 - Insurance	-	11,188.03	9,400.00	(1,788.03)	119.02%
5800 - Contractual Services	2,508.83	52,249.86	103,060.00	50,810.14	50.70%
5900 - Library Materials & Content	3,231.52	477,086.73	497,250.00	20,163.27	95.95%
6000 - Interest & Fees	605.28	4,059.96	3,740.00	(319.96)	108.56%
6100 - Other Expenses	-	-	4,522.00	4,522.00	0.00%
Total Expenses	<u>231,856.68</u>	<u>3,159,537.56</u>	<u>4,084,326.00</u>	<u>924,788.44</u>	<u>77.36%</u>
Excess Revenues less Expenses	<u>\$ (205,584.50)</u>	<u>\$ (62,416.41)</u>	<u>\$ (41,521.56)</u>	<u>\$ 20,894.85</u>	

Statement of Revenue and Expenses For the 9 Months Ended March 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 4,024.83	\$ 2,196,746.12	\$ 2,917,863.44	\$ 721,117.32	75.29%
4011 - SWAN Internet Access Membership Fees	3,639.00	3,639.00	3,700.00	61.00	98.35%
4190 - Member Group Purchase Receipts	4,014.61	447,916.15	463,984.00	16,067.85	96.54%
4220 - Reimbursement Losses for Resource Sharing	12,915.67	52,825.94	30,000.00	(22,825.94)	176.09%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4240 - E-Commerce Transactions	1,450.06	1,450.06	11,666.00	10,215.94	12.43%
4310 - RAILS Support to SWAN	0.00	392,018.25	522,691.00	130,672.75	75.00%
4320 - Other Grant Revenue	0.00	2,000.00	0.00	(2,000.00)	0.00%
4510 - Interest Income	228.01	525.63	2,000.00	1,474.37	26.28%
4600 - Reserve Fund Transfer	0.00	0.00	90,000.00	90,000.00	0.00%
Total Revenue	26,272.18	3,097,121.15	4,042,804.44	945,683.29	76.61%
Expenses					
5000 - Salaries & Wages	161,620.78	1,079,261.22	1,546,800.00	467,538.78	69.77%
5021 - FICA Expense	11,839.48	78,309.78	118,400.00	40,090.22	66.14%
5022 - State Unemployment Insurance	0.00	(6,580.00)	0.00	6,580.00	0.00%
5023 - Worker's Compensation	0.00	3,815.73	3,000.00	(815.73)	127.19%
5024 - Retirement Benefits	15,215.40	106,839.54	140,900.00	34,060.46	75.83%
5025 - Health, Dental, Life And Disability Insurance	12,530.03	146,458.93	234,600.00	88,141.07	62.43%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	82.00	718.00	600.00	(118.00)	119.67%
5110 - Rent/Lease	20,557.68	95,997.76	110,104.00	14,106.24	87.19%
5120 - Utilities	1,238.36	4,902.13	5,700.00	797.87	86.00%
5130 - Property Insurance	0.00	897.75	0.00	(897.75)	0.00%
5140 - Repairs & Maintenance	0.00	681.00	1,050.00	369.00	64.86%
5150 - Custodial Service & Supplies	585.00	2,535.00	9,000.00	6,465.00	28.17%
5220 - Staff Meetings	0.00	597.95	600.00	2.05	99.66%
5230 - Staff Professional Development	199.00	1,766.70	8,800.00	7,033.30	20.08%
5240 - Professional Association Membership Dues	150.00	970.00	2,500.00	1,530.00	38.80%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	1,279.18	3,500.00	2,220.82	36.55%
5310 - Travel Reimbursement	0.00	467.32	800.00	332.68	58.42%
5350 - Marketing & Promotional Material	0.00	0.00	1,200.00	1,200.00	0.00%
5410 - Infrastructure Licensing	0.00	5,475.03	0.00	(5,475.03)	0.00%
5420 - Application Software Licensing	207.49	15,825.59	22,000.00	6,174.41	71.93%
5430 - Server Software Licensing	0.00	66,415.60	62,000.00	(4,415.60)	107.12%
5440 - Library Services Platform	0.00	883,359.09	1,036,800.00	153,440.91	85.20%
5450 - Data Management Services	561.12	28,425.39	27,500.00	(925.39)	103.37%
5460 - Information Subscription Service	0.00	65,876.50	76,600.00	10,723.50	86.00%
5470 - Subscription Support Services	0.00	8,514.66	9,900.00	1,385.34	86.01%
5480 - Telecommunications	0.00	12,861.23	20,400.00	7,538.77	63.05%
5490 - Group Purchases - Services	440.00	4,920.00	12,600.00	7,680.00	39.05%
5510 - Office Supplies	112.61	1,508.81	1,500.00	(8.81)	100.59%
5520 - Postage	43.75	362.32	1,500.00	1,137.68	24.15%
5610 - Equipment Rental/Maintenance	128.35	1,814.10	3,700.00	1,885.90	49.03%
5620 - Hardware	0.00	676.67	1,000.00	323.33	67.67%
5700 - Insurance	0.00	11,188.03	9,400.00	(1,788.03)	119.02%
5810 - Legal	0.00	0.00	5,000.00	5,000.00	0.00%
5820 - Accounting	1,030.00	11,640.00	17,560.00	5,920.00	66.29%
5830 - Consulting	0.00	22,000.00	38,000.00	16,000.00	57.89%
5840 - Payroll Service Fees	408.44	4,248.15	3,600.00	(648.15)	118.00%
5850 - Contractual Agreements	0.00	2,000.00	0.00	(2,000.00)	0.00%
SWAN Board Meeting					

Statement of Revenue and Expenses
For the 9 Months Ended March 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5860 - Notification & Collection	1,070.39	12,361.71	38,000.00	25,638.29	32.53%
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	15.51	38,095.54	30,000.00	(8,095.54)	126.99%
5930 - Electronic Resources	1,853.75	1,853.75	0.00	(1,853.75)	0.00%
5940 - E-Commerce Payment Transactions	1,362.26	1,362.26	11,666.00	10,303.74	11.68%
5990 - Group Purchases - Content	0.00	435,775.18	450,584.00	14,808.82	96.71%
6010 - Bank Fees	605.28	3,612.62	3,700.00	87.38	97.64%
6020 - Merchant Account Fees	0.00	447.34	40.00	(407.34)	1118.35%
6110 - Depreciation	0.00	0.00	2,322.00	2,322.00	0.00%
6130 - Vacation Expense	0.00	0.00	2,200.00	2,200.00	0.00%
Total Expenses	<u>231,856.68</u>	<u>3,159,537.56</u>	<u>4,084,326.00</u>	<u>924,788.44</u>	<u>77.36%</u>
Excess Revenues less Expenses	<u>\$ (205,584.50)</u>	<u>\$ (62,416.41)</u>	<u>\$ (41,521.56)</u>	<u>\$ 20,894.85</u>	

SWAN Library Services

Check Register

All Bank Accounts

March 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Unique Integrated Communications, Inc.				8635	03/18/22	<u>(750.00)</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. - Message Bee - Voided	-750.00			
Unique Integrated Communications, Inc.				8636	03/18/22	<u>(14,562.39)</u>
5450	Data Management Services	Unique Integrated Communications, Inc. NCOA & Geotagging - Voided	-14,562.39			
Unique Integrated Communications, Inc.				8637	03/18/22	<u>(399.46)</u>
5860	Notification & Collection	Unique Integrated Communications, Inc.- Notices - Voided	-399.46			
Batavia Public Library				8657	03/15/22	<u>222.01</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	222.01			
Berkeley Public Library				8658	03/15/22	<u>22.40</u>
5940	E-Commerce Payment Transactions	Berkeley Public Library	22.40			
Blue Island Public Library				8659	03/15/22	<u>23.11</u>
5940	E-Commerce Payment Transactions	Blue Island Public Library	23.11			
Chicago Ridge Public Library				8660	03/15/22	<u>69.09</u>
5940	E-Commerce Payment Transactions	Chicago Ridge Public Library	69.09			
Clarendon Hills Public Library				8661	03/15/22	<u>18.86</u>
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	18.86			
Elmwood Park Public Library				8662	03/15/22	<u>30.39</u>
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	30.39			
Forest Park Public Library				8663	03/15/22	<u>18.82</u>
5940	E-Commerce Payment Transactions	Forest Park Public Library	18.82			
Geneva Public Library District				8664	03/15/22	<u>103.56</u>
5940	E-Commerce Payment Transactions	Geneva Public Library District	103.56			

SWAN Library Services

Check Register

All Bank Accounts

March 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Glen Ellyn Public Library 5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	101.83	8665	03/15/22	<u>101.83</u>
Oak Brook Public Library 5940	E-Commerce Payment Transactions	Oak Brook Public Library	117.31	8666	03/15/22	<u>117.31</u>
Oak Lawn Public Library 5940	E-Commerce Payment Transactions	Oak Lawn Public Library	197.70	8667	03/15/22	<u>197.70</u>
Oak Park Public Library 5940	E-Commerce Payment Transactions	Oak Park Public Library	393.15	8668	03/15/22	<u>393.15</u>
Prairie State College 5940	E-Commerce Payment Transactions	Prairie State College	17.96	8669	03/15/22	<u>17.96</u>
Sugar Grove Public Library District 5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	5.43	8670	03/15/22	<u>5.43</u>
Town & Country Public Library District 5940	E-Commerce Payment Transactions	Town & Country Public Library District	2.76	8671	03/15/22	<u>2.76</u>
Westmont Public Library 5940	E-Commerce Payment Transactions	Westmont Public Library	15.12	8672	03/15/22	<u>15.12</u>
Woodridge Public Library 5940	E-Commerce Payment Transactions	Woodridge Public Library	2.76	8673	03/15/22	<u>2.76</u>
Chicago Public Library 5930	Electronic Resources	July 2020-December 2020	1,853.75	8674	03/17/22	<u>1,853.75</u>
Comcast 5120	Utilities	Comcast - 3/1/22-3/31/22	707.00	8675	03/17/22	<u>707.00</u>
Lauterbach & Amen, LLP 5820	Accounting	Lauterbach & Amen, LLP - Feb. 2022	1,030.00	8676	03/17/22	<u>1,030.00</u>

SWAN Library Services

Check Register

All Bank Accounts

March 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
LIMRiCC 5025	Health, Dental, Life And Disability Insurance	LIMRiCC - March	18,803.67	8677	03/17/22	<u>18,803.67</u>
Marcive, Inc. 5450	Data Management Services	Marcive, Inc.	561.12	8678	03/17/22	<u>561.12</u>
Nicor Gas 5120	Utilities	Nicor Gas - 2/14/22 - 3/16/22	273.92	8679	03/17/22	<u>273.92</u>
Reliance Standard Life Insurance Co. 5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - April	905.30	8680	03/17/22	<u>905.30</u>
Unique Integrated Communications, Inc. 5490	Group Purchases - Services	Unique Integrated Communications, Inc. - curbside comm.	440.00	8681	03/17/22	<u>440.00</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. - Feb. notices	320.39	8682	03/17/22	<u>320.39</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	750.00	8683	03/17/22	<u>750.00</u>
Wellness Insurance Network-WIN 5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN-March	171.00	8684	03/17/22	<u>171.00</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	replace ck# 8635 VOIDED-damaged in mail	750.00	8685	03/18/22	<u>750.00</u>
Unique Integrated Communications, Inc. 5450	Data Management Services	replace ck#8636 VOIDED - damaged in mail	14,562.39	8686	03/18/22	<u>14,562.39</u>

SWAN Library Services

Check Register

All Bank Accounts

March 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Unique Integrated Communications, Inc.				8687	03/18/22	<u>399.46</u>
5860	Notification & Collection	to replace ck#8637 - VOIDED - damaged in mail	399.46			
First Bankcard				50146	03/14/22	<u>941.03</u>
5230	Staff Professional Development	HR source - conference - GB	199.00			
5240	Professional Association Membership Dues	COSUGI conference	150.00			
5420	Application Software Licensing	Survey & Ballot Systems	165.00			
5420	Application Software Licensing	Mailchimp monthly	42.49			
5510	Office Supplies	office supplies - envelopes	112.61			
5520	Postage	USPS -postage	8.95			
5520	Postage	USPS - stamps	34.80			
5920	Reimburse for Resource Sharing	paypal - aspen fees	14.49			
5920	Reimburse for Resource Sharing	paypal - aspen testing	1.02			
6010	Bank Fees	First Bankcard	35.00			
6010	Bank Fees	First Bankcard	35.00			
6010	Bank Fees	First Bankcard	35.00			
6010	Bank Fees	First Bankcard	107.67			
Quail Ridge Drive Investors, LLC				50147	03/31/22	<u>10,484.34</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	10,484.34			
T.A. Systems Inc.				50148	03/31/22	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. 02/27/2022	260.00			
Genesis Technologies, Inc.				50149	03/19/22	<u>128.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. monthly charge for QR printer	128.35			
Quail Ridge Drive Investors, LLC				50150	03/01/22	<u>10,073.34</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	10,073.34			
T.A. Systems Inc.				50151	03/01/22	<u>325.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. Jan. 2022	325.00			
ComEd				50152	03/16/22	<u>257.44</u>
5120	Utilities	ComEd - 1/20-2/18	257.44			
SWAN Board Meeting				Check List Total		<u><u>49,647.91</u></u>

SWAN Board Meeting Minutes

March 18, 2022, 9:00 a.m.
Online Meeting
Per Illinois Public Act 101-0640
[Meeting Recording](#)

1. Call to Order, Roll Call

President Bodewes called the meeting to order at 9:02 a.m. The following Board members were present to establish a quorum.

- a. Jesse Blazek
- b. Ted Bodewes
- c. Dawn Bussey
- d. Jennifer Cottrill – arrived at 9:18 a.m.
- e. Charity Gallardo
- f. Tim Jarzemsky
- g. Jane Jenkins – arrived at 9:12 a.m.

2. Introduction of Visitors/Public Comment

Aaron Skog – Executive Director – SWAN
Dawne Tortorella – Assistant Director - SWAN
Ginny Blake – Business Manager – SWAN
Tara Wood – User Experience Manager – SWAN
Steven Schlewitt – IT Manager – SWAN
Scott Brandwein – Bibliographic Manager – SWAN

No public comment

3. Action Item

Acceptance of the March 18, 2022, SWAN Board Meeting Agenda

Jarzemsky moved, seconded by Bussey that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 18, 2022
SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Bussey, Gallardo, Jarzemsky

4. Action Item

Approval of SWAN Financials February 2022

Jarzemsky moved, seconded by Bussey that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR FEBRUARY 1, 2022, THROUGH FEBRUARY 28, 2022, AND ACCEPTS THE BALANCE SHEET AND DETAILS OF EXPENDITURES FOR FEBRUARY 2022 AS PRESENTED

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Bussey, Gallardo, Jarzemsky

5. **Action Item**

Acceptance of the February 18, 2022, SWAN Board Meeting Minutes

Jarzemsky moved, seconded by Bussey that it be:

RESOLVED, THAT THE SWAN BOARD APPROVES THE FEBRUARY 18, 2022, SWAN BOARD MEETING MINUTES

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Bussey, Gallardo, Jarzemsky

6. **Reports**

a. **Board President Report**

A reminder that it is election time, with three seats open on the SWAN Board.

b. **Executive Director Report**

Skog updated the Board on the current activities going on in SWAN.

c. **Operations Report**

Reviewed as presented by Dawne Tortorella. Scott Brandwein gave an overview of the Bibliographic Services activities/projects. Steven Schlewitt gave an overview of the SWAN support & IT activities, the Sikich Risk Assessment and the projects that IT Group are working on. Tara Wood gave an overview of the three big projects the User Experience group are working on.

d. **Treasurer Report**

None

e. **Board Calendar**

One remaining item that Skog & Jenkins will complete.

7. Adjournment

Bodewes adjourned the meeting at 9:26 a.m.

Skog resumed the Board Meeting at approximately 2:00 p.m.

8. SWAN Strategic Plan

Skog presented an update on the SWAN Strategic Plan (2019-2023) and the six objectives. Tara Wood gave updates on the Aspen Project, the two Mobile App's (BLUEcloud and Aspen) and the Ongoing Membership Engagement. Dawne Tortorella gave an overview of the data shown of Aspen Holds by Staff – Masquerade Mode. The PayPal Integration was presented and discussed by Tara and Dawne. The final steps for Enterprise were laid out and explained by Tara. Scott Brandwein gave an overview of the BLUEcloud Acquisitions. He also gave an overview of the BLUEcloud Cataloging Pilot. Dawne gave an overview of BLUEcloud Circulation Pilot. Tara & Crystal Vela will be going on site visits to see how the Eisenhower Public Library will be using the circulation tool. SWAN will be doing a release update meeting on BLUEcloud (6-7) times a year. Steven gave an overview of the single sign-on pilot for secure authentication and user management in BLUEcloud Central. Steven wanted to go over the checklist on Cybersecurity and what we will be working on. A question was asked on how single sign on relate to our discussion about the use of L2 passwords. The last of the Associated projects was important to mention – Education & Partnership.

Skog completed the Strategic Plan with a discussion on several initiatives SWAN is involved in. He also did an overview of the activities SWAN is working on.

9. Adjournment

Bodewes adjourned the official part of the governance meeting at 2:57p.m.

Minutes Prepared by Ginny
Blake

Respectfully Submitted,

Jane Jenkins

Board Secretary

SWAN Executive Director Report

April 22, 2022

Update on Activities

Budget Activity

News has been sent out via Cook County that the second installment of property taxes will be delayed perhaps as late as January 2023. As a reminder, the SWAN cash reserves has not been invested at this stage in Hinsdale Bank certificate of deposits, so if SWAN libraries end up delaying payments to SWAN, the organization will have access to its fund balance.

Good Afternoon,

As your County Commissioner I am aware of the potential for serious hardships to your local unit of government if there is a late mailing of the second installment property tax bills. I am writing to let you know that I have just filed a Resolution for the Cook County Board to ask our Finance Committee for a Special Meeting, including the County Assessor, Board of Review, Clerk, Treasurer and Bureau of Technology at the earliest possible time. The purpose is to gain a better understanding of the issues, effects, and potential solutions to a late mailing of the second property tax installment. I have included my latest press release on this topic below.

Sincerely,

*Sean M. Morrison | 17th District Cook County Commissioner
Cook County Board of Commissioners
15040 Ravinia Ave. Suite 44
Orland Park, IL 60462
(708) 349-1336
seanmorrison.com*

17th District, Cook County Commissioner Sean Morrison proposes financial remedy for local governments who face revenue shortfall from delayed second installment of property taxes

April 1, 2022

Orland Park, IL - *A very real financial crisis could soon hit every government taxing body in Cook County. That's because the Cook County Assessor's Office could delay the second installment of the Cook County Real Estate Taxes up to six months and possibly into the first quarter of 2023. This delay in over \$16 billion dollars in second half bills will force local government bodies to either draw down their reserves or borrow money with interest. This will have a massive financial impact on our municipalities, school districts, fire protection districts, police departments, park districts, public libraries, and everything in between.*

Over seven months ago during county budget hearings, I raised the alarm of the likelihood of late tax installments and the effect they will have regarding the delay in the process of property tax certifications – due to the dramatically diminished amount of files being processed at that time. Aside from communications from Board of Review Commissioner Tammy Wendt’s office, my questions and communications were largely ignored from the various stakeholders.

Subsequently, I sent a [letter](#) in January 2022 requesting a special hearing of the finance committee to address this ominous issue. I was advised via [letter](#), the issue is being addressed by a policy group under the Office of the President along with members of the Assessor’s office, Board of Review, County Clerk and Treasurer’s Office. I received no other actionable response on this item!

I, along with the public, have now learned via “the news media” that tax bills will be delayed up to six months or more. If these news reports are accurate, this will lead to local government taxing bodies across Cook County being forced to borrow funds to cover their pre-budgeted operating costs.

If this financial catastrophe occurs and Cook County is faced with a substantial delay in the release of tax revenues to local government bodies, then Cook County government should consider stepping in to address this issue.

Until such point in time as those stakeholders whose primary function is to provide for the on-time delivery of our property tax bill correct this problem, I have one immediate solution. Cook County government should consider setting aside up to \$100 million dollars to provide for no/low interest short-term financing loans to our local taxing bodies.

RAILS Consortia Committee update

The RAILS Committee met Monday, April 18th. The meeting included the following updates.

- A set of metrics will be collected annually from each LLSAP. Details of this data collection were outlined in a [memo as part of the meeting](#).
- Find More Illinois has some additional libraries trying out the service, which at least through June 2023 will not cost those libraries participating. The cost in July 2023 will be as outlined by RAILS in 2019, which means the SWAN analysis on Find More Illinois in October last year at least from a cost perspective has not changed.
- The Sustainability Working Group will meet on May 16th and review the three proposals for a consultant to study the benefits and feasibility of some combined group of LLSAP.
- RAILS Delivery will modify its delivery schedule within the East Peoria hub for the libraries under its service. It is not clear if the modified schedule will at some point be expanded to other hubs. The implication of the service change would mean delivery to libraries while remaining five days per week, could have delivery hours change to a set schedule depending on the day, e.g.,

Monday 6am, Tuesday 12pm, Wednesday, 3pm. Feedback on this idea was solicited at the meeting. The [one page memo is available online](#).

It was clarified with Dee Brennan that the RAILS Resource Sharing Committee has not performed an analysis of resource sharing ILL and reciprocal borrowing since it began meeting in 2018.

Funding & Advocacy: ILA Public Policy Committee (PPC)

The meeting held on April 4th outlined the legislative priorities of ILA and how leadership changes in the Illinois legislative body have created some uncertainty in the success of [some of those initiatives](#), although PPC seems on the whole positive about broadband for public libraries. There is a legislative priority on eBook pricing for Illinois libraries, which was modeled on a bill passed in Maryland, but a state judge in Maryland [has upended the efforts at the state level](#), so the work in Illinois seems to have reached an impasse. The committee had its first conversation on some revision to the Open Meetings Act with a goal to seek more virtual attendance for governing boards.

Board Considerations

SWAN Board & Strategic Objective 1

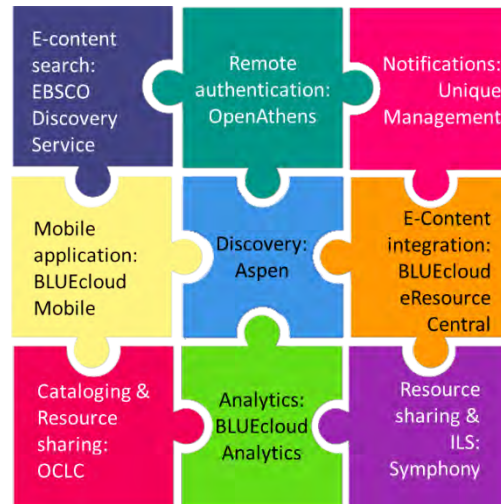


Figure 1: The 9 primary components of the SWAN library service platform

May 1, 2022 is an important milestone in that approved contracts with SirsiDynix and ByWater Solutions enter into a three-year period of service before each ends April 30, 2025. The SWAN strategic plan objective 1 was to determine dissatisfaction within the membership with the ILS and OPAC, and SWAN's effort over the past 2 years have been focused on addressing the dissatisfaction of the OPAC. On May 1, 2022 the SirsiDynix agreement will enter its third year of a five-year extension without the Enterprise subscription. The agreement with ByWater Solutions for support and software development of Aspen Discovery begins a three-year cycle also on May 1st.

Aspen Discovery is a solution SWAN and its libraries worked together jointly to develop and create as a solution for our 100 libraries. This work was in direct response to the strategic plan Objective 1 Clarity Task Force findings. Aspen Discovery is unique to SWAN libraries in that there are no costs for software licensing. We pay only for expenses associated with ByWater support and hosting. This provides SWAN the opportunity for future cost containment if software support via the vendor ByWater Solutions is determined to no longer be needed. That said, in this early stage of Aspen Discovery software development, that option is several years away as a possibility.

In terms of the next three years with SirsiDynix, we have made BLUEcloud Staff a priority for a team of SWAN staff assigned as product owners of acquisitions, cataloging, circulation, and user accounts. Circulation Advisory will have assignments to evaluate circulation, and catalogers will pilot the features of BLUEcloud Cataloging. Currently, the three newest member libraries of SWAN are using the BLUEcloud Acquisitions system. In one year's time, I will bring a recommendation to the SWAN Board on the success of SirsiDynix BLUEcloud Staff as a solution for the future of the SWAN membership. The SWAN Board would need to determine the direction of the SirsiDynix resource sharing, integrated library system, and data analytics based on its determination of options.

Nine years ago, the search and evaluation of SWAN's library service platform was daunting in that the majority of the software solutions SWAN required would be provided by a single vendor. The ensuing years has been a deliberate effort to decouple this dependence on a single provider as we have sought to provide service solutions that are best-of breed or SWAN created solutions in terms of what is required. To a large degree, the success of this has been evident in that SWAN has added 25 libraries over the past five years, with only a single library lost (due to closure at Brookfield Zoo).

Should the SWAN Board determine that a new solution for resource sharing/ILS and data analytics should be sought out, the prior work of the SWAN Board in 2014 should be a guide for you.

- Form an official Board committee with a representative to co-chair the search
- Request an environmental scan of solutions available & provide a written recommendation (6 months)
- Based on the recommendation, determine if a more official process should begin, and if any outside consulting is needed
- Evaluate consulting proposals (2 months)
- Form a second committee for the request for proposals (in 2013, the same Board committee was approached)
- Issue an RFP, evaluate written proposals, recommend a solution to Board (6 months)
- Board negotiates a contract (3 months)
- Migration project (12 months)

In total, the evaluation, search, and contract negotiation process took around 18 months, and the software migration took 12 months to complete, which would mean the SWAN Board would need to consider this evaluation to begin around January 2023.

Monthly Financial Report

Balance Sheet

The Fund Balance Unrestricted line remains at \$2,237,560.37 with no change from the month prior. The approved Sikich security audit will be paid from reserves, as was approved at the September membership meeting.

Fund Balance Unrestricted	\$2,237,560.37
FY22 expenses to be paid from reserve	(\$43,500.00)
	\$2,194,060.37
SWAN annual expense budget	\$4,031,138.44
	54%
Number of months operating expense in reserve	6.5

Revenue & Expense Report

This month would be 75% of the budgeted revenue and expenses. SWAN's financials are presented in a cash basis for this current fiscal year 2022. The total revenue reflects library membership fee payments for three quarters, which would bring in 75% of SWAN revenue.

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the third quarter invoices were sent out in January. We are currently at 75.29% of what should be 75% 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 96.54% 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.

4310 – RAILS Support to SWAN: the third payment to SWAN was received in January, so this line is now precisely at 75% as expected. The fourth payment will be made in April.

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 a small percentage of the budgeted revenue.

Accounts Payable Update

5000 – Salaries & Wages: this line remains under budget for the year-to-date expenses.

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

5023 – Worker's Compensation insurance: this line in January was adjusted for 3 months prepaid expenses of insurance coverage for July, August, and September 2022.

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

5130 – Property Insurance: the deduction this month is to book 3 months of insurance for July, August, and September to prepaid expenses. While the FY22 budget line is \$0 for this expense, we decided to retain a small insurance policy for flood protection for the SWAN office. We no longer pay insurance coverage for the RAILS datacenter.

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: payments to OCLC, SirsiDynix, and EBSCO have been recorded. The SirsiDynix maintenance will renewal on May 1, 2022 and this line will reflect 2 months prorated expense at \$75,759 in April. ByWater Solutions provides support to SWAN’s Aspen Discovery catalog, and two months prorated expense at \$14,166.67 will be recorded in this line for May and June.

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.

5700 – Insurance: expenses for D&O, business, and cybercrime are fully paid for FY22. The 3 months of July, August, and September 2022 were booked to prepaid expenses.

5840 – Payroll Service Fees: this line is overbudget for this year due to additional subscription expenses for the Time & Labor module added to SWAN’s Paylocity subscription. This service was discontinued and will not be part of the subscription for the remainder of the budget year.

5940 – E-Commerce Payment Transactions: this year’s budget was amended to accurately reflect the e-commerce payments received through PayPal integration in Aspen. The libraries reimbursements are reflected in this line, and revenue from PayPal is recorded in 4240.

5990 – Group Purchases – Content: this line budgeted at \$450,584 is 96.71% spent due to the EBSCO database group purchase year-2 subscription from RAILS at \$430,774.

Operations Report: April 2022

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 (March 15th – April 18th) regular user group meetings and member engagement are noted. Robin has been actively consulting with libraries on their digital archives as part of their initiative to find solutions to help our libraries in this area. On-site visits are highlighted in green.

Date	Event Name	Attendees	Teams Represented	Topic
3/15/2022	Circulation Advisory	Crystal, Sam, +others	UX, Bib Srvs, Admin, IT	Member meeting
3/16/2022	Office Hours: Circulation & Hold Maps	Vickie, Michael	IT	Training
3/16/2022	Consultation (Messenger) OCLC Configuration	Scott, Sam, Claudia	Bib Srvs	Consultation
3/17/2022	Training: How to improve your SWAN Community Forum experience	Aaron	Admin	Training
3/17/2022	Library Site Visit (Palos Heights) - Digitization projects	Tara	UX	Site Visit
3/17/2022, 3/254/2022	Library Consultation (St. Charles) - DEI item data discussion	Scott, Sam, Bib Srvs	Bib Srvs	Consultation
3/17/2022	Library Consultation (Alsip-Merrionette Park) - CollectionHQ/Fiction-Nonfiction	Scott, Dawne	Bib Srvs, Admin	Consultation
3/18/2022	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
3/21/2022	Office Hours: Aspen	Tara, Scott, UX team	UX, Bib Srvs	Training
3/21/2022	Fine Free Consultation (Worth)	Vickie, Michael	IT	Consultation
3/22/2022	Site Visit (Eisenhower) BLUEcloud Circ desk observation	Crystal, Tara	UX	Site Visit
3/22/2022	Training: ILL Boot Camp - Understanding OCLC Statistics	Dawne, Helen, Vickie	Admin, IT	Training
3/23/2022	Office Hours: BLUEcloud Staff (Acq, Cat, circ)	Dawne, Sam, Claudia, Crystal, Scott	Admin, Bib Srvs, UX	Training
3/24/2022	SWAN Technology Update	Steven, Ian, Rudy, IT	IT	Member meeting
3/24/2022	BLUEcloud Cataloging Pilot Kickoff	Claudia, Scott, Bib Srvs	Bib Srvs	Research & Development
3/28/2022	Library Consultation (Prairie Trails, Itasca) - Beanstack	Helen, Dawne	Admin	Consultation

3/29/2022	SWAN Fireside Chat #36	Tara, Steven, Robin	UX, IT, Bib Srvs, Admin	Member meeting
3/30/2022	Library Consultation (Alsip-Merrionette Park) - VPN Self-Maintainer Cutover	Steven	IT	Consultation
3/30/2022	Library Consultation (Chicago Heights) - Website/Aspen	Tara	UX	Consultation
3/30/2022	Fine Free Consultation (South Holland)	Vickie, Michael	IT	Consultation
3/31/2022	Library Consultation (Hinsdale) - VPN Self-Maintainer Cutover	Steven	IT	Consultation
3/31/2022	Library Consultation (River Forest) - VPN Self-Maintainer Cutover	Ian	IT	Consultation
3/31/2022	Site Visit (Blue Island) - Digitization projects	Robin	UX	Site Visit
3/31/2022	Discovery & User eXperience (DUX) Advisory	Tara, Robin	UX	Member meeting
4/1/2022	Usability Testing (Chicago Ridge) Aspen	Tara	UX	Site Visit
4/4/2022	Office Hours: Aspen	Tara, Robin, Scott, Crystal	UX, Bib Srvs	Training
4/6/2022	Library Consultation (Downers Grove) - VPN Self-Maintainer Cutover	Steven	IT	Consultation
4/6/2022	Site Visit (Prairie State) - Cataloging Training/Consultation	Claudia, Scott, Sam	Bib Srvs	Site Visit
4/6/2022	Site Visit (Calumet City) - Cataloging Training/Consultation	Claudia, Scott	Bib Srvs	Site Visit
4/6/2022	Training: It's Free: Open Access & Open Education Collections	Robin	UX	Training
4/6/2022	Office Hours: Circulation/ILL/Outreach	Helen, Vickie, Crystal, Sam	Admin, IT, UX, Bib Srvs	Training
4/8/2022, 4/11/2022	Pilot Training: BLUEcloud Cataloging	Claudia, Scott, Bib Srvs	Bib Srvs	Research & Development
4/12/2022	Library Consultation (Riverdale) - PayPal	Steven	IT	Consultation
4/13/2022	Office Hours: Cataloging	Bib Srvs team	Bib Srvs	Training
4/13/2022	Comics Plus Demo/Discount	Robin	UX	Group Purchase
4/14/2022	Library Consultation (Bloomington) - Pseudo Library Locker	Steven	IT	Consultation
4/14/2022	Library Consultation (Prairie Trails) - Internet Access - Reavis HS	Helen, Dawne	Admin	Consultation
4/15/2022	Site Visit (Lansing) - Digitization projects	Robin	UX	Site Visit
4/18/2022	Office Hours: Aspen	Tara, Scott, UX team	UX, Bib Srvs	Training
4/18/2022	Library Consultation (Indian Prairie) - Acquisitions Training	Sam	Bib Srvs	Consultation

Research & Development, Vendor Engagement

Meetings represent formal project-based meetings with vendors and collaboration projects within the larger library community. Continued work with Sikich for our security risk assessment and development of the Plan of Action & Milestones is reflected. We continue our involvement in Aspen communities, both with ByWater and the larger user community. Tara is leading the larger Aspen Community as co-chair. This month we also met with our colleagues at the South Australian Public Library Network who are also involved in BLUEcloud research and development.

Date	Event Name	Attendees	Teams Represented	Topic
3/15/2022	Aspen Community Meeting	Tara, +others	All	Partnerships
3/15/2022	Aspen for Symphony Users	Tara, Scott, +others	All	Research & Development
Tuesdays: 3/15/2022- 4/12/2022	ByWater - Aspen weekly check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Svcs	Research & Development
3/16/2022	ER&L Conference Presentation	Tara, Robin	UX	Conference Presentation
3/23/2022	SirsiDynix Sure Sailing	SWAN staff from all areas	Bib Svcs, IT, UX, Admin	Support
3/29/2022	SAPLN/SWAN Meeting - BLUEcloud	Aaron, Dawne, Scott, Crystal, Sam, Claudia	Admin, Bib Svcs, UX	Partnerships
3/30/2022	EBSCO/BLUEcloud Visibility	Aaron, Dawne, Scott, Tara	Admin, Bib Svcs, UX	Support
4/7/2022	Aspen Gathering	Tara, Robin, Crystal, Scott, Steve, Dawne, Aaron	UX, Bib Svcs, IT, Admin	Partnerships
4/7/2022, 4/14/2022	Sikich Review	Aaron, Steven, Dawne	Admin, IT	Research & Development
4/8/2022	LACONI Presentation - DEI Roundtable	Scott	Bib Svcs	Conference Presentation

SWAN Assistant Director (Dawne Tortorella)

Beanstack - Reading Challenges

The SWAN consortium Beanstack reading challenge has been configured and will launch on May 9th. We are working with Itasca and Prairie Trails in reviewing summer reading challenge templates. The SWAN Consortium instance of Beanstack directs patrons repeatedly to their home library and will incorporate challenges that direct readers to visit their home library and participate in local programs.

Welcome email:

Thank you for using Beanstack, brought to you by [SWAN Library Services](#). We are 100 libraries strong in the Chicagoland area.

We're so glad to welcome you to our reading challenge community. Beanstack includes tools to help you and your family discover books, keep track of your reading, and reach reading goals.

If you haven't already done so, please check out the reading program options offered by your local library. Many of these will feature more varied participation including events, prizes, and more! Find your [local SWAN library](#) and connect for reading fun in your community. Check for your own library on [Beanstack's Find a Site](#) too.

Happy reading!

The SWAN Libraries Beanstack home page also encourages visitors to check their home library and join local reading programs. For libraries who do not offer an online reading tracker/challenges website or app, patrons can join and continue to track their reading progress. Reports will be provided based on self-selected home library and zip codes for libraries who wish to use the shared platform rather than their own library-branded reading app. Patrons can also join multiple Beanstack instances if desired and easily toggle between their beanstacks.

SWAN LIBRARY SERVICES

Share Code Sign In

beanstack

Sponsored by SWAN LIBRARY SERVICES

Visit your home library to join local reading programs.

Visit <https://www.swanlibraries.net> to find your library.

Create an account

Register an Individual or Family Register a Class or Group

WorldCat.org Upgrade (Expected in August 2022)

OCLC has announced a major upgrade and relaunch of WorldCat.org. This revision is the first in many years. SWAN libraries are currently configured for individual WorldCat Discovery catalogs which combine the WorldCat bibliographic database and holdings with patron-initiated ILL and availability options. We will be testing how the new WorldCat.org interfaces with, and refers patrons to, our library-specific Discovery instances. We will further customize our library WorldCat landing pages for individual SWAN libraries with any new options provided.

Resources for the new WorldCat.org launch are available from OCLC at:

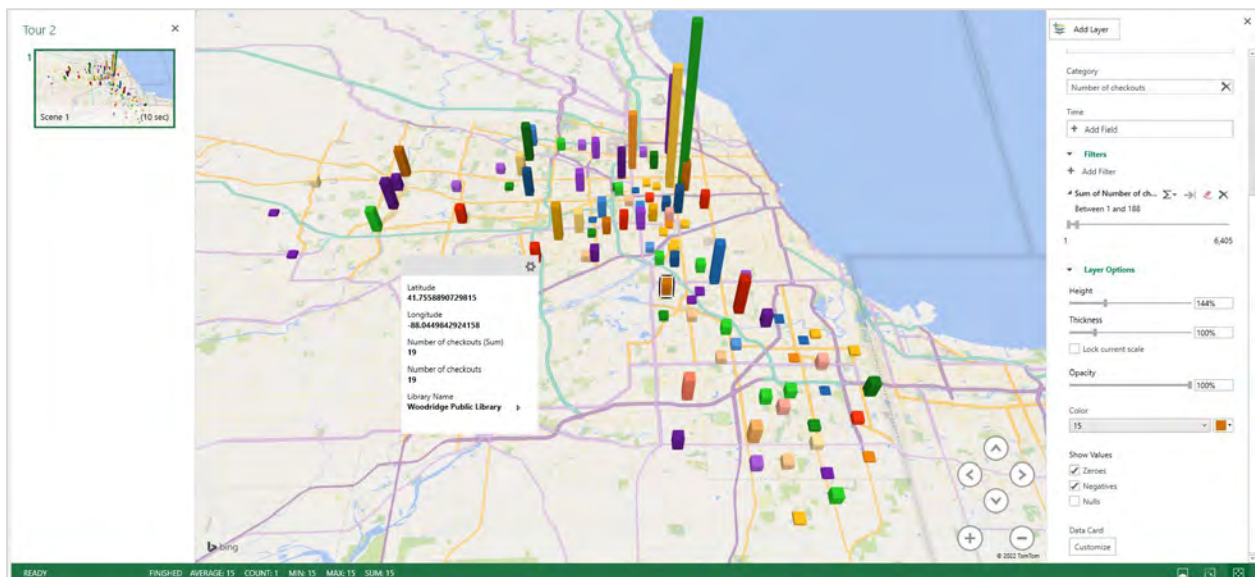
<https://www.oclc.org/go/en/know-more-worldcat-org.html>

While in the beta phase of the new WorldCat.org release, the automatic referrals to our WorldCat Discovery instances are disabled. We will be working with OCLC through this transition phase to make sure that these referrals and remote access authentication through Open Athens continue to work as desired.

As additional syndication tools such as BLUEcloud Visibility and OCLC WorldCat.org drive Internet based searches to our library-specific catalogs in Aspen, we will be looking at the larger library search ecosystem to maximize visibility to our local libraries.

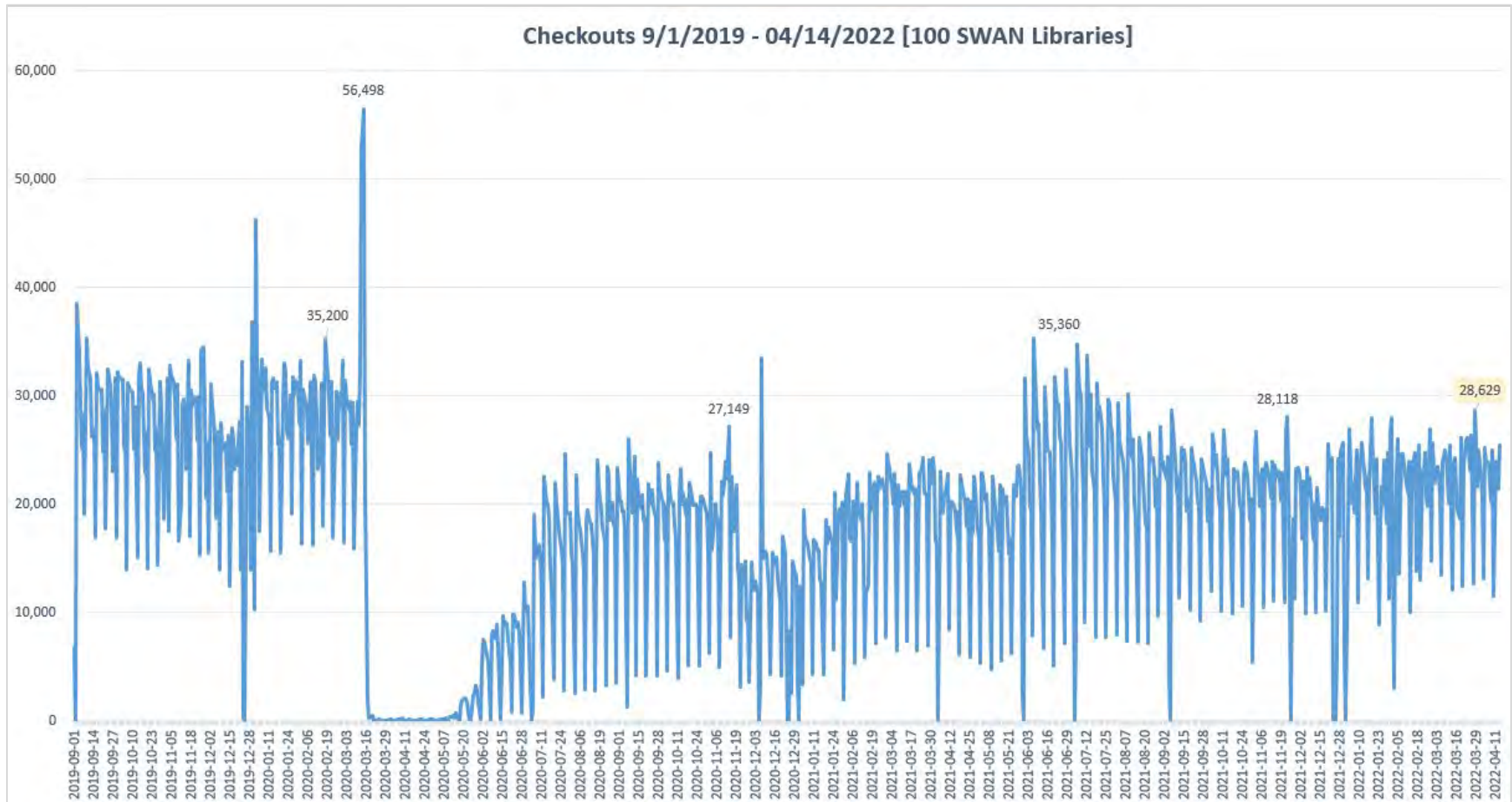
Geocodes & Mapping

Lucas McKeever, Elmwood Park Public Library is working with us to present a workshop on using geocoding data to examine patron activity and resource sharing within SWAN. Dawne and Lucas will be presenting a workshop on April 21st to introduce and demonstrate this capability with our latitude and longitude data. Here's a sneak preview of some of the data and tools that will be shared.

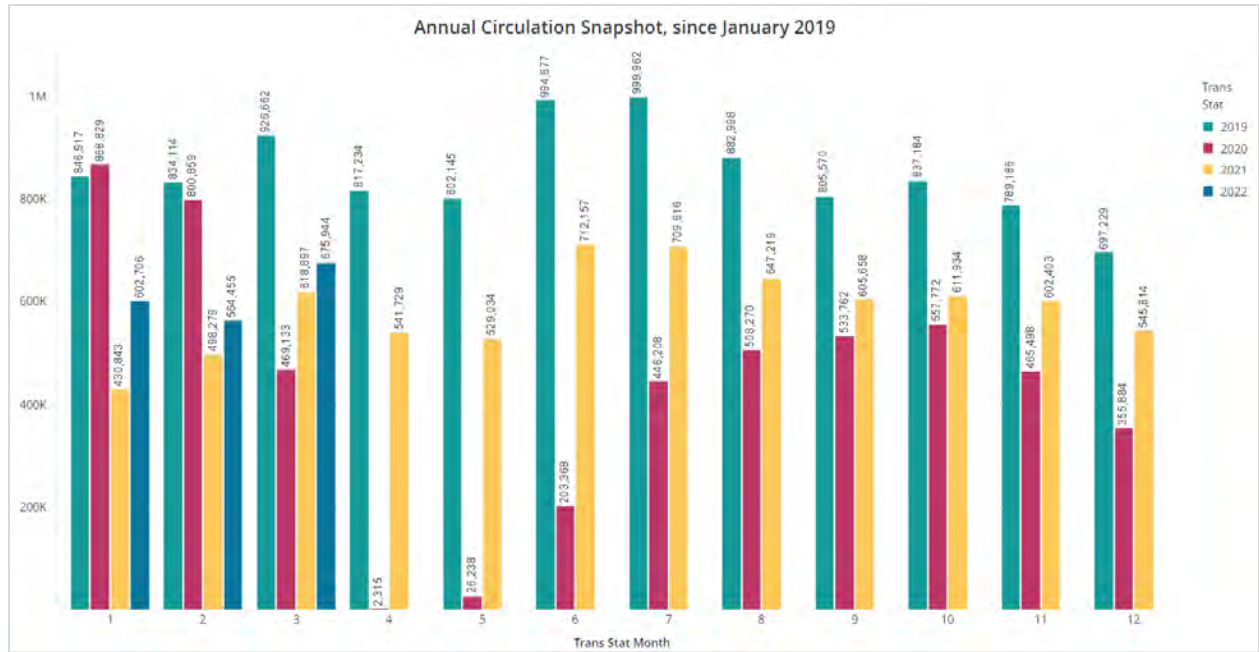


Statistics: a look at the numbers

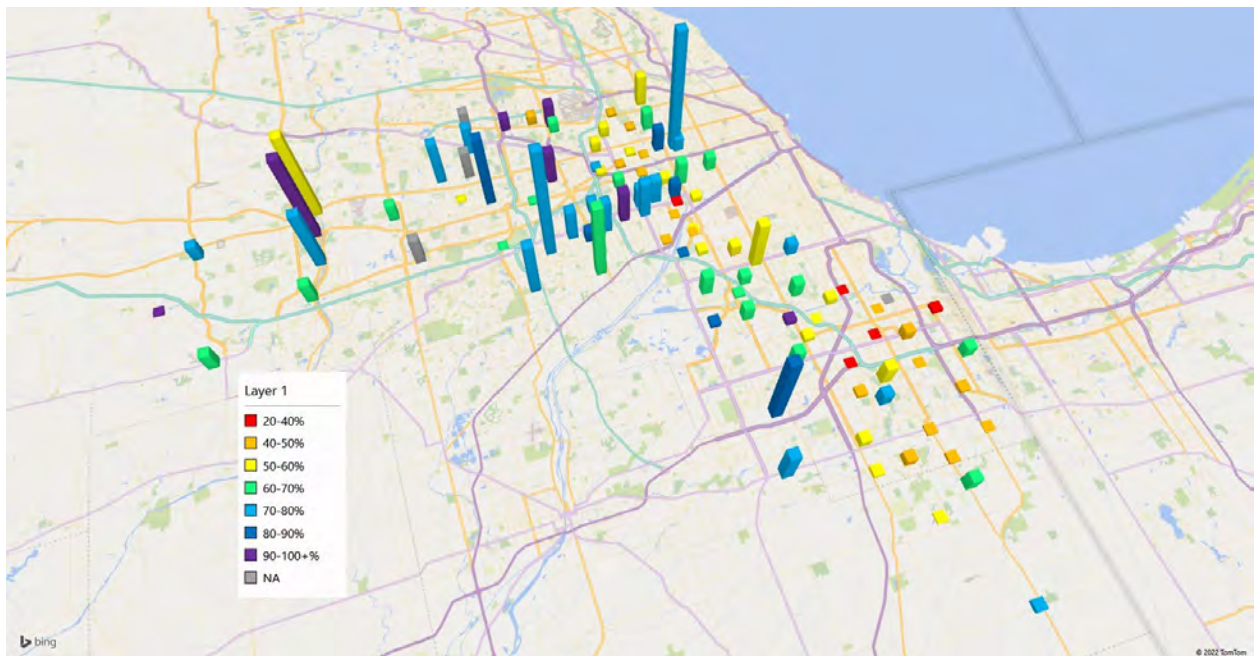
Circulation has been relatively consistent since January 2022. To date, the peak circulation date in 2022 was Monday, March 28th with 28,629 checkouts.



Comparing February circulation of this year against the most recent pre-pandemic February (2020), we are holding steady at 70%.

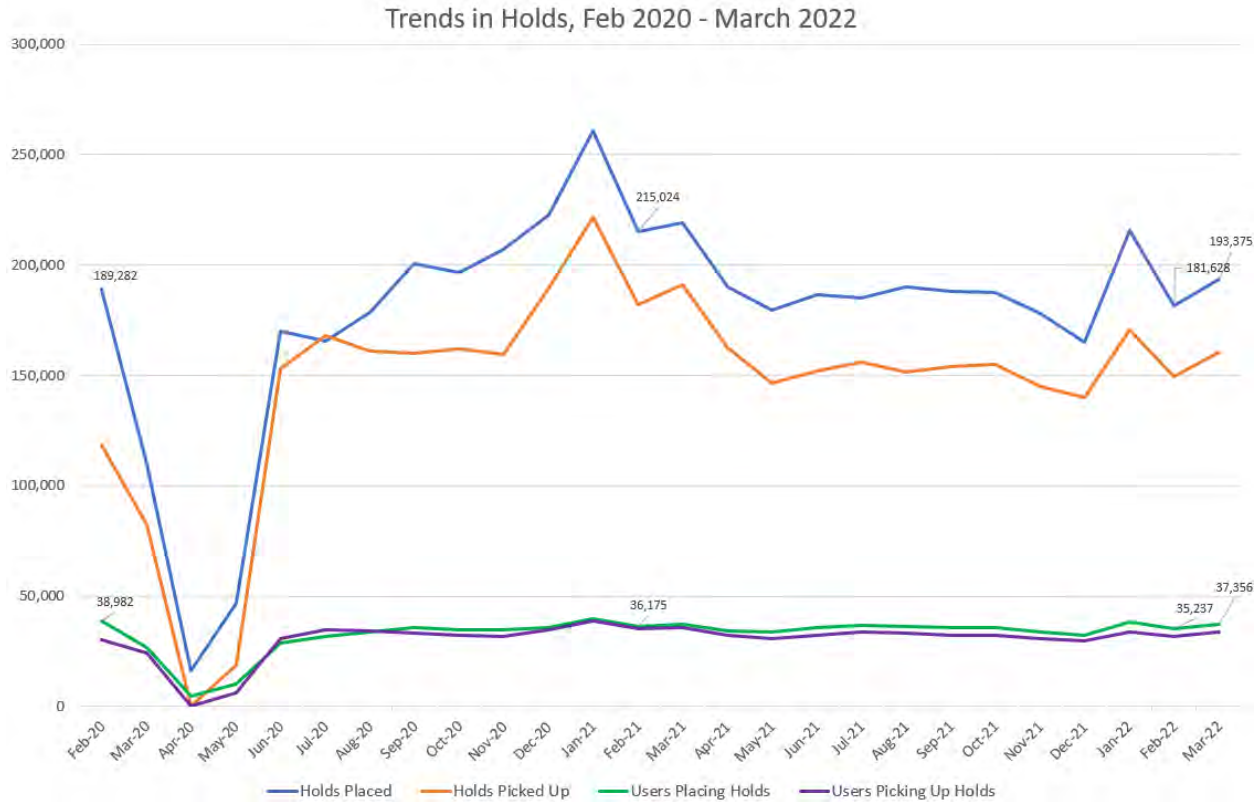


A closer look at the quarterly comparison from Q1 2019 to Q1 2022 shows that some libraries have recovered more than others. The chart below maps all SWAN libraries. The height of the bar represents the 2022 Q1 circulation total per library. Color of bar represents percentage of circulation comparing Q1 2019 to Q1 2022. Areas shown in red or orange are less than 50% of Q1 2019 circulation.



Hold

Holds continue to be consistent with roughly 37,000 patrons placing holds monthly and nearly 34,000 patrons picking up holds at the library in March, 2022. This activity is comparable to pre-pandemic volume of holds placed. This consistency reinforces that any drop in circulation is due to walk-in/browsing rather than demand management through holds.

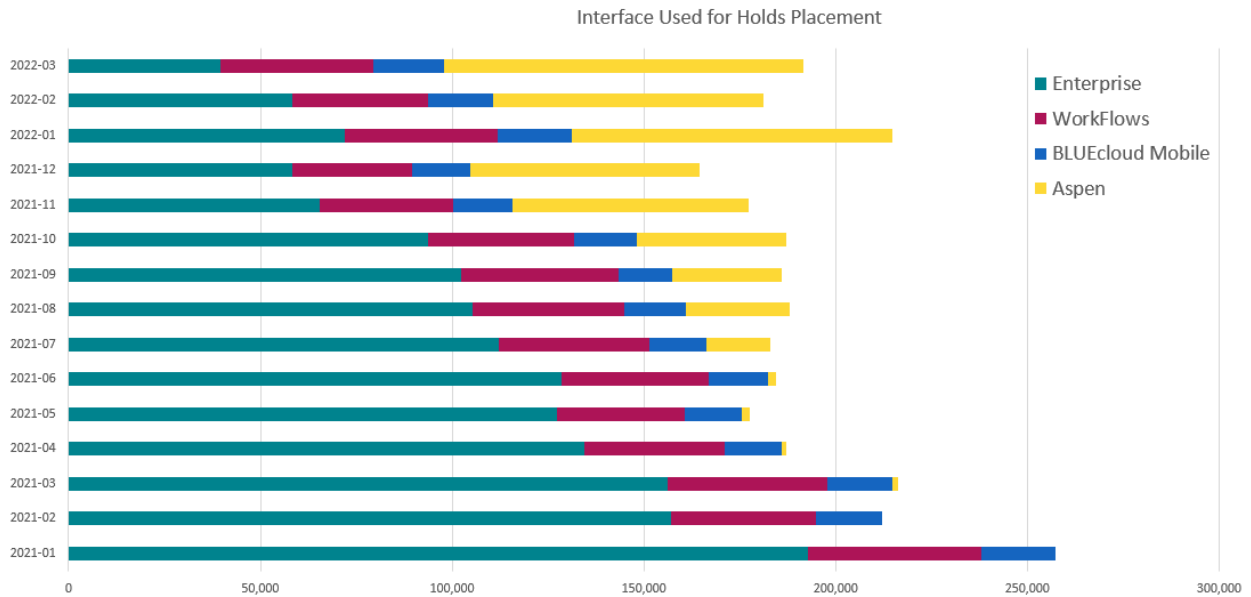


Holds & Aspen

With an enhancement to Aspen in February, we are now able to determine exact number of holds placed in Aspen. Previously Aspen and other web service holds (e.g., Communico) could only be estimated based on previous activity.

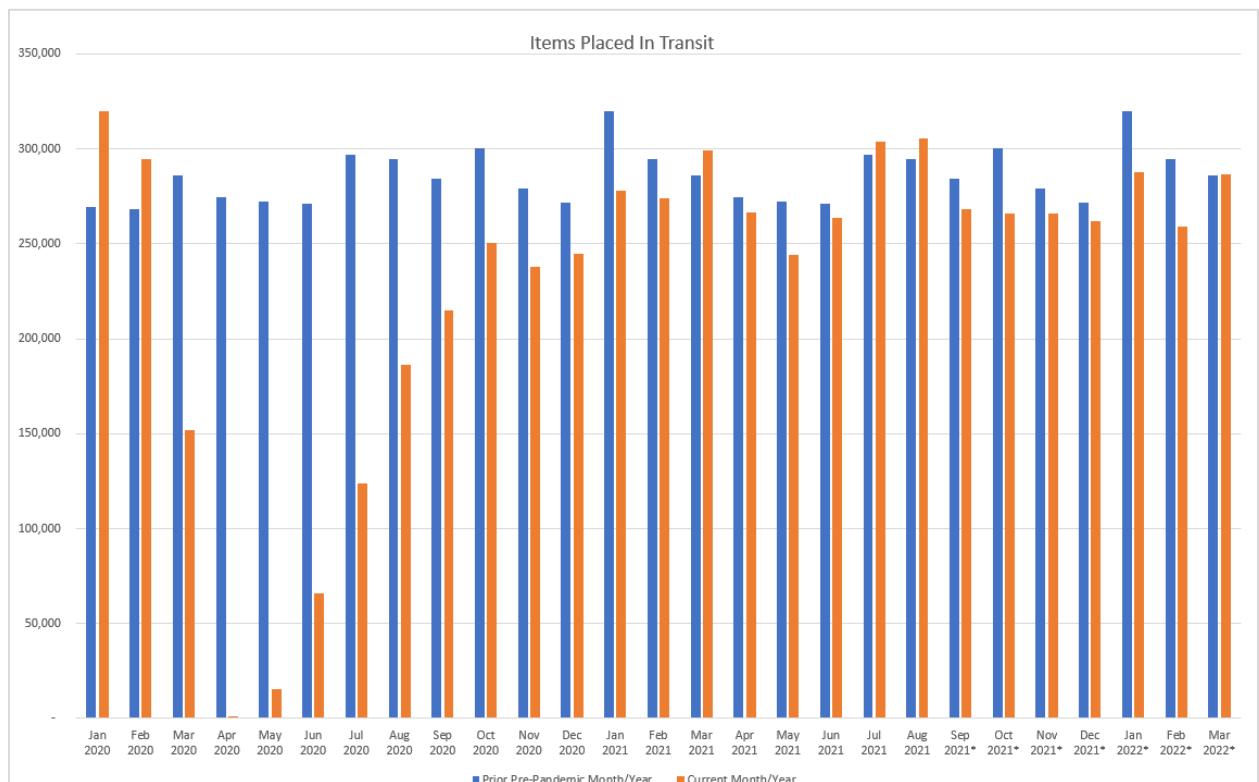
Hold Client	2021												Total	2022			
	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec		22-Jan	22-Feb	22-Mar	Total
Enterprise	192,620	156,930	156,104	134,491	127,413	128,638	111,989	105,235	102,339	93,572	65,351	58,241	1,432,923	72,091	58,215	39,713	170,019
WorkFlows	45,214	37,888	41,698	36,617	33,224	38,324	39,465	39,607	40,925	38,262	34,749	31,307	457,280	39,646	35,442	39,569	114,657
BLUEcloud Mobile	19,318	17,121	16,997	14,669	14,939	15,227	14,957	15,980	14,009	16,232	15,474	15,101	190,024	19,467	17,094	18,573	55,134
Other Web Services	3,541	2,975	3,000	3,000	1,600	2,000	2,200	1,800	1,900	661	600	200	23,477	600	400	1,733	2,733
Unknown	0	30	16	23	166	9	143	22	29	0	3	28	469	11	0	0	11
Bookmyne	93	73	59	77	107	50	42	101	73	58	63	39	835	58	44	12	114
SIP2	1	6	2	3	0	3	3	4	2	7	0	0	31	0	0	0	0
BLUEcloud Circ	6	1	2	0	0	3	5	4	9	0	3	48	81	5	39	40	84
Aspen est.			1,452	1,307	1,978	2,247	16,443	27,238	28,707	39,000	61,646	59,876	239,894	83,663	70,394	93,734	247,791
	260,793	215,024	219,330	190,187	179,427	186,501	185,247	189,991	187,993	187,792	177,889	164,840	2,345,014	215,541	181,628	193,374	590,543
% Placed by Patron	83%	82%	81%	81%	81%	79%	79%	79%	78%	80%	80%	81%	80.50%	82%	80%	80%	80.57%
% mobile apps	8.80%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9.32%	9.16%	9.34%	9.66%	10.51%	9.82%
% Placed in Aspen			1%	1%	1%	1%	9%	14%	15%	21%	35%	36%		39%	39%	48%	
% Placed in Enterprise	74%	73%	71%	71%	71%	69%	60%	55%	54%	50%	37%	35%		33%	32%	21%	

Aspen placed holds are shown in yellow and represent 48% of total holds placed in March, 2022. This shows an expected, yet dramatic, increase as all libraries are now live. Holds placed through mobile apps now account for over 10% of holds placed. As expected, holds placed through Enterprise fell to 20%.



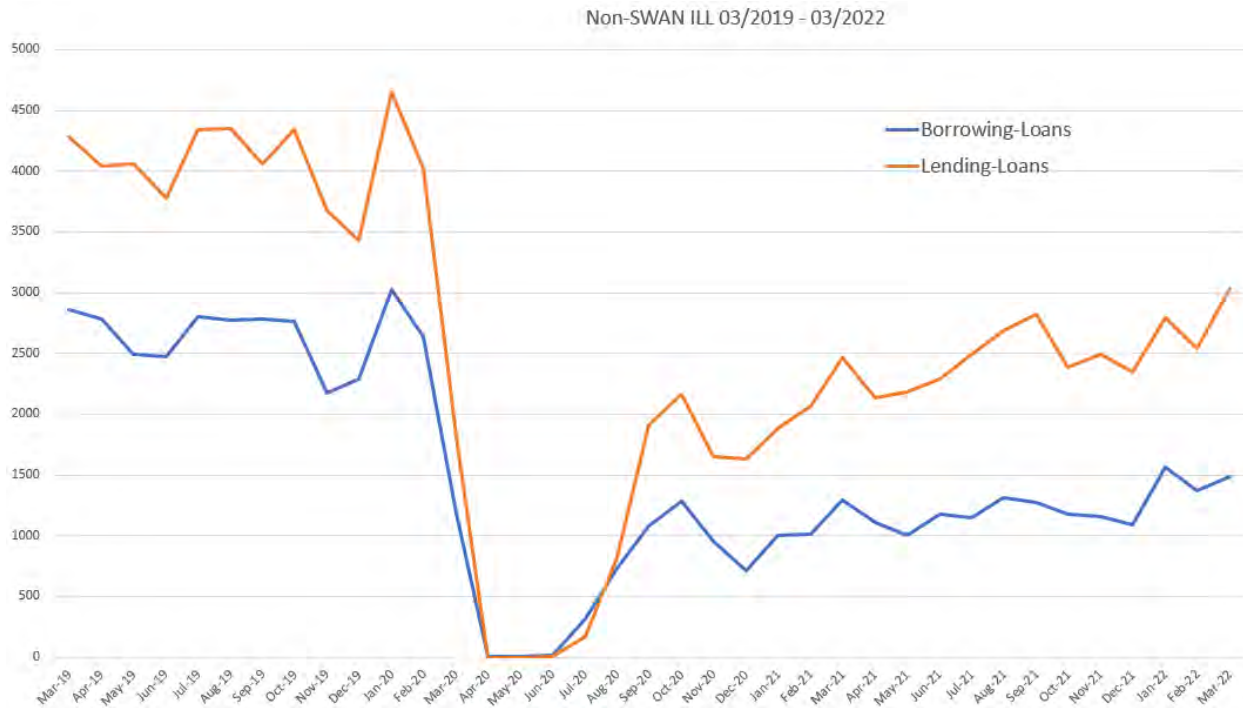
System-wide transits

March 2022 compared to March 2019 (pre-pandemic) transits was nearly identical which represents a slight decrease when factoring 97 libraries in 2019 and 100 libraries in 2022.



OCLC Worldwide Resource Sharing

In addition to the resource sharing within and between SWAN libraries, SWAN libraries continue to lend to libraries outside our consortium at a 2:1 ratio. While we have not returned to pre-pandemic levels of non-SWAN resource sharing, the trend is upward.



SWAN Bibliographic Services (Scott Brandwein)

BLUEcloud Cataloging Pilot

The BLUEcloud Pilot has begun, and all participating libraries have received training in the tool and the expectations for participation. Participating members have already identified some bugs and pain points that we are investigating and will forward to SirsiDynix as necessary. Members seem excited by the tool and its potential to streamline pre-cat creation.

Members are currently focusing on the creation of bibliographic records, but future trainings and discussions will include call number and item maintenance and optimizing the search experience.

Accessibility information

We have received multiple requests from member staff on behalf of patrons who are attempting to find accessible materials in our catalog. Specifically, patrons are looking for video recordings with closed captioning or subtitle options for themselves or on behalf of others with hearing disabilities.

Traditionally, this information is encoded in the subject heading "Video recordings for the hearing impaired". Patrons had learned this subject and knew to look for it in a specific area of the bibliographic record as it was rendered in Enterprise.

The Aspen catalog is not so forthcoming. Though this information still exists, it is hidden deeper in the Aspen search experience and requires multiple clicks to find. The nature of grouped records further complicates the issue.

We have a three-step plan to address this issue:

- 1) We have prioritized a feature request with the development team working on Aspen to make captioning options more prominent based on the presence of the subject heading mentioned above. This will be a quick fix while we explore further options. We hope to see this in an upcoming release.
- 2) Discuss with Cataloging Advisory further options to better encode accessibility information. Other than this subject heading and a couple of similar headings, there are some MARC fields dedicated to this information that are not widely-used by the cataloging community at large. We may be able to leverage these to bring more specific accessibility information into our catalog. This would include closed captioning but could also include options for people with visual, mobility, other physical, or intellectual disabilities.
- 3) Once we know what options are available to us to bring into our metadata, we can explore how to best leverage them in our public access catalog.

OCLC Holdings Update

As of this week, the OCLC holdings reset is complete. The process took longer than expected due to a technical error during OCLC's processing of our data. During the couple of weeks it took to undo and resolve that error, a couple of holdings anomalies were detected by SWAN member staff. Those should be resolved now.

Now that we have word that the update is finished, SWAN staff will spend the week of April 18th performing an audit of OCLC holdings for a random selection of libraries to ensure things are accurate. We are pleased to have this project finished and hope that member staff see fewer incidences of holdings set for items that were discarded in the distant past. Our regular monthly OCLC holdings processing will continue in mid-May.

Scott Brandwein and Rudy Host have also been assisting the five Illinois consortia with whom we collaborated on the OCLC Holdings Manager (OHM) project. We have seen Pinnacle through their reset, and PrairieCat's is underway. We will also be assisting CCS, RSA, and SHARE in the coming weeks.

Easter weekend rebuild

The rebuild that took place from April 16th-17th allowed Bibliographic Services to push some necessary updates to our data:

- 1) An upload of new and updated authority records that had been pending due to processing bandwidth considerations. This included a corresponding update to many name, title, and subject entries.

- 2) Disabling rotational indexing of subject headings. This refers to an indexing technique that Symphony uses to provide browse access to subject headings from any subordinate subfield. For example, the subject heading “Dogs – Behavior – England” would be indexed as:
 - Dogs – Behavior – England
 - Behavior – England – Dogs
 - England – Dogs – Behavior

This compounded indexing times and caused issues with occasional records with many subjects and attached items to be excluded from indexing due to the number of headings that would be generated.

After speaking with member staff, we found that most did not know these browse options were present, and none found them useful. Turning off this feature removed the headache of checking for unindexed records and appears to have shortened rebuild time by about an hour.

- 3) Item updates on behalf of member libraries.
- 4) Miscellaneous bibliographic cleanup.

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 February, there were 146 upgrades of minimal level records in OCLC to full records.

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
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	65	72	104	799
Copy 2021*	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367	1,463	2,295	1,802	21,769
Orig 2022	84	143	93										
Copy 2022	1,808	2,283	2,059										

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

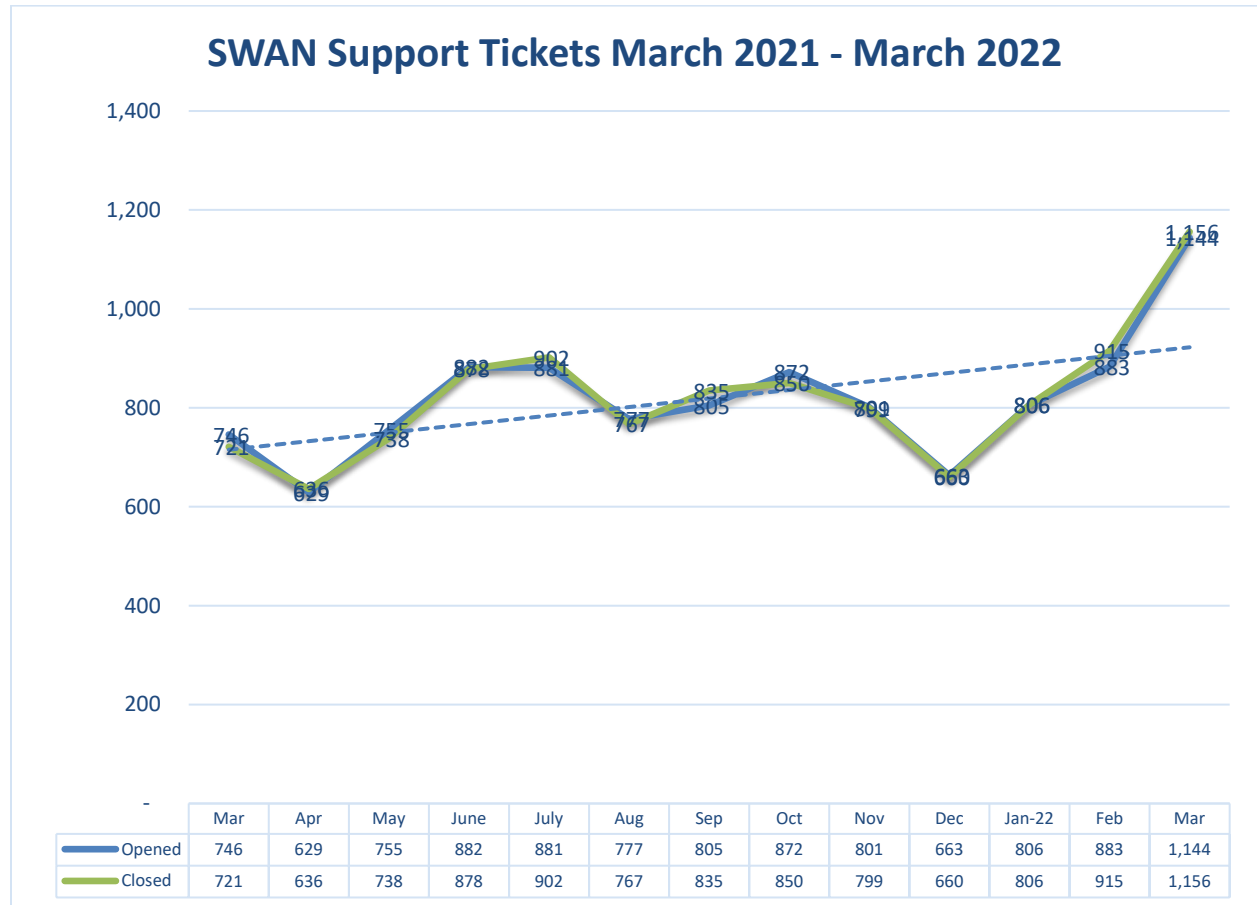
SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

Aspen tickets continued to dominate the queue for the last month, representing the significant spike in support tickets. Bib Services has fielded numerous record grouping request, while the UX team continues to answer many day-to-day questions and issues regarding the new catalog. The IT team

works to triage and route those requests. Many tickets also came in requesting BLUEcloud central accounts for pilot libraries along with SirsiDynix Mentor training accounts to complement that work.

Notably this month, many libraries have asked whether a continued subscription to ProPay is needed now that the Aspen catalog relies on PayPal. Both subscriptions are necessary to accommodate different patron payment services. ProPay will continue to be used for credit card swipes physically in the library, along with SWAN Mobile app payments. PayPal is used exclusively in the Aspen catalog and is not compatible with other SWAN services at this time.



Tickets Submitted to SWAN

Aspen Project

- Record index frequency testing, down from 10 minutes to five – Steven, Tara (UX)

Vendor Integrations

- Unique Management Services collections reports encryption and configuration – Rudy
- Pseudo library, locker setup for BDD – Steven, Dave, Michael
- OrangeBoy for FPS – Steven, Dave, Michael
- Patron Point for INS – Steven, Michael
- Enterprise retirement notifications to integrating vendors – Michael

General Projects

- SonicWall End of Life (EOL) hardware upgrade consultations – Steven, Rudy, Ian
- Firewall Self-Maintenance VPN consultations – Steven, Rudy, Ian
- Library SonicWall vulnerability patching – Steven, Rudy, Ian
- NCOA 2021 cleanup and purge requests – Dave, Vickie, Michael
- BLUEcloud Analytics personalized login cleanup – Vickie
- SWAN support site / Drupal server upgrade testing – Rudy
- SirsiDynix Single Sign-On pilot setup – Ian, Rudy, Steven
- Log aggregation tool, security consultants research – Steven, Rudy, Ian
- Symphony database rebuild report testing – Ian, Steven
- SWAN Expo 2022 planning – Steven with Mgmt Team
- pfSense firewall release testing and deployment – Rudy, Steven
- Zabbix monitoring setup – Ian, Rudy
- Zoom FY23 contract discussions – Steven with Dawne and Aaron (Admin)
- Spring4Shell vulnerability patching, system checks – Rudy, Steven
- Azure version 5 CPU research, testing – Ian, Rudy, Steven

SWAN Technology Update Meeting

The SWAN Technology Update meeting was held on March 24th via GoToMeeting, gathering representation from over 20 libraries. Topics presented included SWAN technology project updates, the Sikich risk assessment, SWAN VPN agreements, library IT contractors, and recommendations for rolling out Windows 11 in SWAN libraries.

Symphony Database Rebuild & Downtime

SWAN's annual database rebuild and maintenance began the evening of April 16th, processed throughout the day on April 17th, and concluded the morning of April 18th, running for a total of about 34 hours. While the database rebuild process itself progressed as planned, post-rebuild automated procedures did not complete as expected, causing a long-running ADUtext maintenance report following the rebuild. SirsiDynix has noted that this appears to be a bug with the built-in Symphony rebuild reports. SWAN will continue to pursue the bug with SirsiDynix.

Sikich Risk Assessment & Security Initiative

In the most recent meetings with Sikich, Steven, Dawne, and Aaron discussed PCI compliance to get a better handle on SWAN's obligations with relation to credit card swipes, ProPay, and PayPal integrations. Sikich also elaborated on the process for creating SWAN's specific NIST SP 800-171 policies and establishing the associated procedures. The next steps will involve SWAN leadership approving the modified policies and drafting the associated procedures.

Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
11/10/2021	412,684	97.55% (402,569)	0.24% (983)	0.01% (47)
12/10/2021	417,626	94.01% (392,619)	0.19% (814)	0.01% (44)
1/14/2022	400,681	96.40% (386,275)	0.12% (472)	0.01% (49)
2/10/2022	406,965	97.18% (395,480)	0.38% (1,541)	0.01% (36)
3/11/2022	410,446	97.03% (398,240)	0.15% (696)	0.01% (44)
4/18/2022	388,908	97.81% (380,402)	0.13% (520)	0.01% (33)

Phone Notice Tracking (Last 6 Months)

Month	Total Calls Attempted	Success Rate	Failed
October	9185	96.79% (8899)	3.11% (286)
November	8540	96.64% (8253)	3.36% (287)
December	7956	96.62% (7687)	3.33% (265)
January '22	8846	96.99% (8580)	3.00% (266)
February	7197	97.19% (6995)	2.79% (201)
March	8890	97.62% (8678)	2.38% (212)

Outage Tracking (as of 4/18/2022)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
4/16/2022	21:00	2040 (34 hrs)	Symphony	Yes	No	Planned Symphony database rebuild during Easter holiday.

SWAN User Experience (Tara Wood)

User groups

Circulation Advisory

Circulation Advisory met March 16th, with most of the agenda revolving around BLUEcloud Circulation priorities, homework assignments, and recent development.

Discovery and User Experience Advisory

DUX met March 31st, and completed activities to set the next “top 10” Aspen development priorities for the next several months and to test out the Aspen LiDA app.

Aspen rollout

The official “switchover” to Aspen is rapidly approaching. Our Enterprise contract ends at the end of this month, and SWAN will set up a redirect from catalog.swanlibraries.net to Aspen starting April 26th.

Tara contacted 18 libraries that were still linking to the swanlibs.ent.sirsi.net URL, which will break with the end of the Enterprise contract.

Research and development

The [22.04 release](#) went live April 13th, and it included several features that will be of interest to our members including:

- The ability to exclude Hoopla record with copies from other eContent vendors, to help libraries manage Hoopla's pay-per-use pricing model
- LibCal integration
- The ability to remove the "bad words list," which was excluding notes and titles in staff lists on some occasions

ByWater is exploring some interface enhancements to menus, facets, and the My Account interface, and Tara conducted usability testing with patrons at the Chicago Ridge Public Library on April 1st. Thank you to Chicago Ridge for hosting and helping to round up participants! Testing revealed some further work and investigation around facets and placement of the hamburger and account menus is needed, but that new designs for the My Account "drawer" menu and dashboard are a big improvement over the current design.

We continue to track all member-generated research and development requests in [Known Issues on the SWAN support site](#).

Aspen LiDA app

Following the Aspen rollout, SWAN and DUX will start focusing more on testing and providing feedback around the Aspen LiDA app and exploring its viability as our next generation library app. In our last testing session, DUX members experienced performance issues, which we'd like to focus on first and foremost before pursuing a pilot phase.

BLUEcloud Circulation

Crystal is taking over coordination of the BLUEcloud Staff release communications to the membership, starting with the 22.03 release that is live as of April 19th, 2022.

In March, Tara and Crystal visited Eisenhower Public Library to observe how their staff are using BLUEcloud Circulation at their circulation desk. Crystal completed the report of her findings, which is included below.

Digital Archives

Robin continues to meet with libraries about the Illinois History Digital Imaging Grant and to identify current needs and opportunities for digital archives. This month they met with Blue Island and Lansing, as well as the Illinois State Library.

Group Purchases

On April 13th, Comics Plus conducted a demonstration for members interested in a group discount. More [information about the discount](#) is available on the SWAN support site.

Trainings

Robin conducted a training on April 6th, "[It's Free! Open Access & Open Education Collections.](#)"

Professional Development

Tara completed the LinkedIn Learning courses “Drupal 9 Essential Training” and “Drupal Development with DDEV” to prepare for the upcoming support site migration to Drupal 9.

Contextual Inquiry Research Report

BLUEcloud Circulation

Prepared by Crystal Vela, April 2022

Contents

- Introduction 1
- Methods 1
- Deal Breakers and Pain Points 2
- Requests 3
- Further Research 4
- Success 4
- Already Requested 5
- Conclusion 7
- Appendix 7
 - Contextual Interview Questions 7
 - Introduction: 7
 - For us to note: 7
 - Tasks: 7

Introduction

SWAN is participating in the BLUEcloud Circulation Strategic Partner Program (SPP) with SirsiDynix. We have partnered with the Circulation Advisory Group which is comprised of 9 libraries to evaluate functionality and discover pain points and deal breakers.

In efforts to gather information about the product being used in real life situations, Crystal Vela, User Experience Consultant, and Tara Wood, User Experience Manager, visited Eisenhower Public Library District. This library’s Circulation staff has been using BLUEcloud Circulation the longest out of the Circulation Advisory Group, and they use the product daily.

Methods

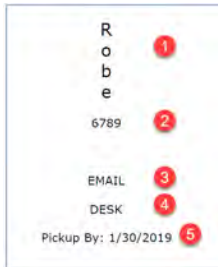
We used the Contextual Inquiry method for this research study. “The contextual-inquiry method was developed by Hugh Beyer and Karen Holtzblatt as a way to resolve the drawbacks of other qualitative-research methodologies such as surveys and interviews.” ([Nielsen Norman Group](#)). Contextual Inquiry

involves in-depth observation and interviews of a small group of users; this allows us to gain a robust understanding of how staff works.

Deal Breakers and Pain Points

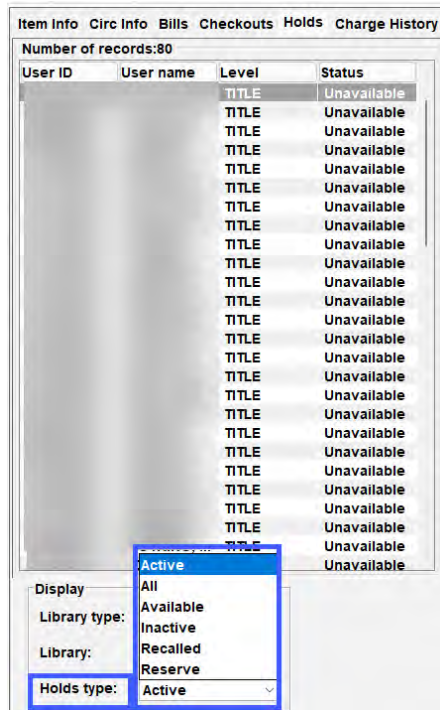
For duties that are done in front of patrons, the lack of some features would require staff to jump between BLUEcloud Circulation and Workflows, creating a longer wait time for patrons. These dealbreakers include:

- Signature Pads
 - Ability to take a signature, clear and re-enter one.
- Lack of pop ups and overrides
 - “This item is checked out to another user. Would you like to checkout to this user (Y/N)”?
- Lack of hold wrappers



While the above were noted deal breakers, the following were pain points for staff, but didn't entirely deter them from using BLUEcloud Circulation.

- Bibliographic Information is limited in BLUEcloud Circulation, and staff would like to see more bibliographic information, as they are accustomed to seeing in WorkFlows, including more specific formats (e.g., large type).
- ALL holds, ACTIVE, INACTIVE, CANCELED, appear in the item record, and there is no way to limit this. The extra information is confusing. While staff would still like historical hold information, they would like to select it, as they currently do in WorkFlows with a dropdown menu.
 - This has been reported to SirsiDynix



- Not being able to easily copy item information like title was off-putting for staff.
- Staff noted a few issues with transit labels that deter them from using them:
 - They want to see a visual cue in the header, so items going into delivery are easily identifiable.
 - There are “too many clicks” to print the transit slip, find it easier to just write on a slip.
 It should be noted that there is only one desk that has a sticky printer that was placed at the most frequented desk.
- Staff reported slowness loading accounts that have a lot of holds and checkouts.
- Staff also found it annoying that the hold range must be set daily.
- Staff found inconsistencies when searching by OCLC number vs. System Control Number.

Requests

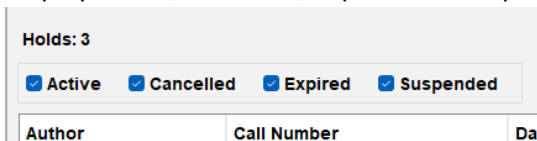
We observed library staff’s morning duties, including running the pick list and the Clean Hold Shelf report. Based off their workflows, the library staff had several interface requests.

- Ability to add multiple notes and delete notes and comments.

- Check Item Status on the home screen.



- More bibliographic information in the record, specifically the 300 Marc tag to ensure that they are selecting the correct item for a hold since the current formats are too vague.
- The ability to rearrange columns and select which columns to print in the pick list.
 - For Example, staff do not want patron information to print.
- Display number of items on the pick list, like the hold shelf.
- Ability to rearrange columns on the hold shelf display—staff noted they would like name in the first column.
- Add the item ID in the hold shelf report.
- Display Active, Cancelled, Expired and Suspended holds as in WorkFlows.



- When checking a patron out and they have a hold, staff want to see the pop up immediately after they scan the patron’s card--this is basic behavior in WorkFlows.

Further Research

SWAN will investigate how to improve formats to ensure that staff is able to place holds on the correct format. For example, current search results are showing a very basic format of video disc. There is nothing distinguishing DVDs from Blu-ray.

SWAN should also find more information on how other libraries are using the transit labels.

SWAN will also continue investigation work with the members of Circulation Advisory to find more information on what needs to be developed.

Success

The library was able to smoothly process a payment using Square and BLUEcloud Circulation. They also stated that they “love check-in receipts”, which are used to reassure patrons their items have been cleared off their account.

It was also brought to our attention that the “pick list” in BLUEcloud Circulation is preferred over WorkFlows. The limiters also make it easy for staff to organize the list by department.

Item Type	(0 Applied)
<input type="checkbox"/> BOOK	24
<input type="checkbox"/> DVD_FEAT	9
<input type="checkbox"/> PAPERBACK	6
<input type="checkbox"/> BOOK_NEW	4
<input type="checkbox"/> CD_AUDIO	2
<input type="checkbox"/> CONSOLEGAM	2
<input type="checkbox"/> PAPERBACKN	2
<input type="checkbox"/> DVD_BOXSET	1
<input type="checkbox"/> DVD_NEWFEA	1
<input type="checkbox"/> LARGETYPE	1

Current Location	(0 Applied)
<input type="checkbox"/> STACKS	23
<input type="checkbox"/> STACKS_JUV	19
<input type="checkbox"/> NEW_JUV	5
<input type="checkbox"/> NEW_ADULT	2
<input type="checkbox"/> STORAGE	2
<input type="checkbox"/> INTRANSIT	1

Staff also noted that they are happy with the total on clean hold shelf report. This total is a quick reference to makes sure that they pulled everything.

Staff > Circulation > Item Management > Holds Shelf

Holds Shelf - Non-Active Holds (14) View All Holds Print

Title	Author	Status	Expiration Date	User Name	User ID
Glitter every day : 365 quotes from wo.	Cohan, Andy	Expired	Mar 31 2022		
A Journal for Jordan	Washington, Denzel, 1954-	Expired	Mar 31 2022		
The 48 laws of power	Greene, Robert	Expired	Mar 30 2022		

Already Requested

Staff had some requests that have already been identified and input into the Strategic Partnership Program (SPP).

- Sort feature for Active/Inactive on item records

Project: SPP: BLUEcloud Circulation

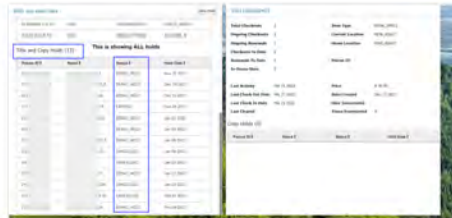
Hi Carla, Is there a way to customize the status of holds we can view in a record? We are seeing ...

Posted by Crystal Vela on Feb 23

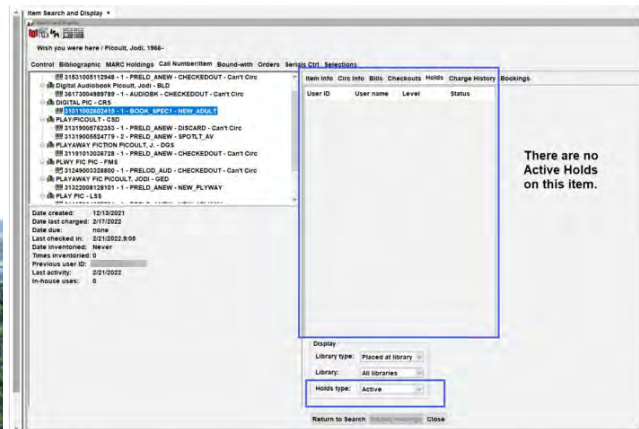


Hi Carla,
Is there a way to customize the status of holds we can view in a record? We are seeing ALL holds in BLUEcloud Circ but would like to see only ACTIVE holds, similar to what we see in Workflows. In Workflows, there is the option to see all holds, but you have to choose that from the drop-down menu. Seeing ALL holds as opposed to just the ACTIVE holds is confusing to staff. Here is an image of holds in BLUEcloud versus the same item in Workflows for comparison.

Thank you!
Crystal



All Holds in BLUEcloud Circ.jpg



There are no Active Holds on this item.

Item holds in WF.png

- They want to see the Last Patron who had checked out an item.

Project: SPP: BLUEcloud Circulation

Last Patron in item record

Posted by Crystal Vela on Feb 2



Hi Carla,
We were hoping there would be a way to see the Last Patron information on items that have been checked in.

Thank you,
Crystal

- In order to pick items for their patrons first from the pick list, pickup library needs to be added as a sortable header.

Adding Pickup Library to the Holds Pull List

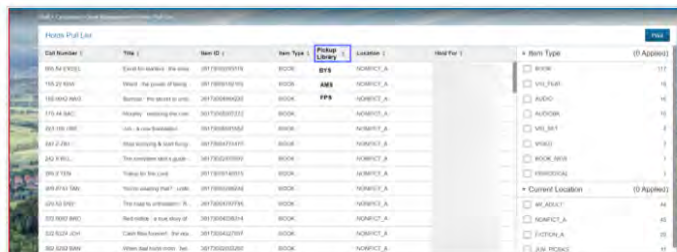
Posted by Crystal Vela on Mar 16



Hi Carla!
We got some feedback about the Holds Pull List. Our pilot libraries really like the pull list and how it's so easy to view and print! The libraries in our consortia sort by the Pickup Library so they can pull the items for their patrons first so items aren't unnecessarily being transited. Is there a way we could add this?

Thank you so much!

Crystal



Hold Pull List Library Pickup Location.png

Conclusion

It is encouraging that this library is using BLUEcloud Circulation daily and have some features that make this their preferred interface over Workflows. SWAN has noted the current set of deal breakers and reported them to SirsiDynix. We will also work on future research with the Circulation Advisory Group to gather insights and development requests around transit slips and formats.

Appendix

Contextual Interview Questions

Introduction:

Hello, my name is Crystal Vela, I am a UX consultant from SWAN, here today with me is Tara Wood, she is the UX Manager for SWAN. Today we are going to observe you using BLUEcloud Circulation in your day-to-day functions. We may ask you some follow up questions and ask you to do some specific tasks so we can get a better understanding of your workflow.

Please do not feel like you need to narrate the process, we will jump in with questions if needed.

For us to note:

- How their space is set-up
- How long does it take to complete common or targeted tasks
- Whether there are people there and willing to assist the user if they need help completing a task

Tasks:

- Create a patron
 - How long does it take to create the patron?
 - Do they check for duplications?
 - If so, what are the steps
- Holds Shelf
 - Is this easy to find?
 - Do they sort it first?
 - If so, by what?
 - Do they print it or use a laptop?
- Holds Pull List
 - Do they have trouble finding this?
 - Do they sort it by anything?
 - Ask if they would like to see anything added?
- Bills
 - How would you go about paying a fine for a patron?
 - Do you have to add charges to a patron account?
 - If yes, how often can you show me the process?
- Checkin items
 - Look and see if this is done quickly?

- What happens when there is a hold for their patron?
 - What happens when there is a hold for another patron?
 - Do they print the Transit Slip?
- Checkout items
 - Pop-ups

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Thursday, July 1, 2021		SWAN FY21 Budget goes into effect.
Friday, July 23, 2021	Regular SWAN Board Meeting	Elect Officers: President, VP, Treasurer, Secretary & Complete Signature Card Changes for Bank Accounts. OMA Officers must complete training. Nominate for committees. Board self-evaluation.
Friday, August 20, 2021	Regular SWAN Board Meeting	Decision if meeting will meet a quorum
Friday, August 20, 2021	SWAN Expo	CANCELLED Annual conference at Moraine Valley Community College
Thursday, September 2, 2021	Quarterly	Introduce new SWAN Board members
Wednesday, September 15, 2021		RAILS LLSAP Funding application due
Friday, September 17, 2021	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
October		RAILS reviews LLSAP grant applications and determines awards
Friday, October 22, 2021	Regular SWAN Board Meeting	Aaron begins work on FY23 budget, brings questions to SWAN Board if needed.
Wednesday, November 17, 2021	Finance Committee	Aaron Skog and Treasurer review Budget; SWAN potential policies are reviewed.
Friday, November 19, 2021	Regular SWAN Board Meeting (Glen Ellyn)	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 (Glen Ellyn)	Review of FY23 Budget Draft.
		Approve FY23 LLSAP grant agreement
Thursday, January 13, 2022	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
Friday, January 21, 2022	Regular SWAN Board Meeting (La Grange)	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
		Recommend Draft of SWAN Budget for Membership Presentation. Set Budget Meeting date for February for membership review. Review Succession Plan for ED.
January 2022 [TBD]	SWANcom	Board present draft budget to membership.
Monday, January 31, 2022		Signed LLSAP grant agreements due to RAILS
Tuesday, February 1, 2022	Membership Meeting	Meeting to discuss FY23 budget, fees, and reserves worksheet.
Friday, February 18, 2022	Regular SWAN Board Meeting (La Grange)	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.
Friday, March 18, 2022	Regular SWAN Board Meeting (virtual)	Determine if Personnel Committee meeting is needed.
		Ratify budget
		Sikich security audit findings presentation

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
March 2022 (TBD)	Personnel Committee [if needed]	SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.
Friday, April 22, 2022	Regular SWAN Board Meeting (Midlothian)	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.
Friday, May 20, 2022	Regular SWAN Board Meeting (Bloomingdale)	Review Board Self-Evaluation Results.
		Director Evaluation - Review document in preparation to complete for June. Assign deadline for completion.
Thursday, June 2, 2022	Quarterly	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 17, 2022	Regular SWAN Board Meeting (Bloomingdale)	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

Date: April 22, 2022
To: SWAN Board
From: Aaron Skog, Executive Director
Re: SWAN Bylaws & Open Meetings Act



Should the SWAN Board want to convene its Bylaws Committee, I thought it would be helpful to provide some background information on a legal opinion sought out by the SWAN Board about the organization bylaws and the Open Meetings Act. That legal opinion is included for your discussion.

There recently was some discussion at the Illinois Library Association Public Policy Committee meeting if the Open Meetings Act would be revised by the Illinois legislature. The Public Policy Committee will discuss what recommended revisions could be sought out, with an eye towards more remote meeting attendance.

SWAN Bylaws are posted publicly on the SWAN Support website, under the About > Information for Board Members menu. [You can refer to the current bylaws online.](#)



20 N. Wacker Drive, Ste 1660
Chicago, Illinois 60606-2903
T 312 984 6400 F 312 984 6444

15010 S. Ravinia Avenue, Ste 10
Orland Park, Illinois 60462-5353
T 708 349 3888 F 708 349 1506

gtsmith@ktjlaw.com
DD 312-984-6436

www.ktjlaw.com

September 4, 2010

VIA EMAIL ONLY

Aaron Skog, Executive Director
SWAN Library Services
800 Quail Ridge Drive
Westmont, Illinois 60559
aaron@swanlibraries.net

Re: SWAN, the Illinois Open Meetings Act and Membership Voting

Mr. Skog:

Questions have been raised regarding the application of the Illinois Open Meetings Act (“OMA”) with regard to votes by SWAN’s member libraries. The questions raised by SWAN, and my answers, are below. If there are additional questions or information I can provide, please advise.

Question: SWAN follows the OMA for its meetings, and the SWAN bylaws define the voting and quorum. If we wished to have some electronic attendance for voting on our annual budget, what would the OMA allow?

Answer: SWAN’s Bylaws, in Section III.8.C., provide that SWAN’s proposed budget must be approved by a two-thirds (2/3) vote of all the member libraries present at the March member library quarterly meeting. The OMA sets forth minimum legal requirements for meetings of public bodies. SWAN’s Bylaws, in Section VIII.4., provide that meetings of its member libraries “shall be noticed, held and otherwise conducted in conformance with the Illinois Open Meetings Act and general Parliamentary Procedure.” Under the OMA, a quorum of the members of a public body must be physically present at the meeting location. 5 ILCS 120/2.01.¹ A quorum is a majority of the members of the public body, for example, a quorum of a 100 member public body is 51 members.

Under Section 7 of the OMA, a public body may adopt rules allowing for attendance by video or audio conference if a quorum of its members is physically present at the meeting location. 5 ILCS 120/7. If SWAN member libraries desired to allow for attendance and voting by video or audio conference for voting by member libraries on the annual budget, the member libraries could adopt written rules allowing for such. The written rules must include the following terms, per the OMA:

1. The representative of the member library wishing to participate by video or audio conference must be unable to physically attend the meeting because of (i)

¹ There is an exception to the physical presence requirement for Illinois library systems with jurisdiction over a specific geographic area of more than four thousand five hundred (4,500) square miles. 5 ILCS 120/2.01. If SWAN has a geographic area of more than four thousand five hundred (4,500) square miles, the physical presence requirement does not apply. If SWAN does not have a geographic area that large, but wants consideration for an exception for the physical presence requirement, SWAN could consider approaching State legislators with a proposed amendment to the OMA that would include SWAN.

personal illness or disability, (ii) employment purposes or the business of the public body, or (iii) a family or other emergency, per 5 ILCS 120/7(a).

2. If a member library representative wishes to attend a meeting by other means, the member library must notify the recording secretary or clerk before the meeting unless advance notice is impractical, per 5 ILCS 120/7(b).
3. At the meeting at which member libraries will vote on the annual budget by video or audio conference, a majority vote of all the member libraries must first be passed to allow for participation by some member libraries by video or audio conference, per 5 ILCS 120/7(c).
4. The written rules for participation by member libraries by video or audio conference may be more strict than the OMA, such as limiting participation by member libraries by video or audio conference to annual budget votes, per 5 ILCS 120/7(c).

Question: Are there recommended revisions of the current SWAN Bylaws to accommodate electronic attendance and voting for membership meetings?

Answer: If there is a desire to allow member libraries to vote on SWAN's annual budget by video or audio conference, as outlined above, the member libraries must adopt written rules permitting it. 5 ILCS 120/7(c). The simplest way for the written rules to be adopted would be to have the member libraries adopt "standalone" written rules by voting on the rules at a member libraries' meeting. The policy must be approved by a majority of the member libraries.

An alternative method to adopt the written rules would be to amend SWAN's Bylaws to include the written rules therein. However, an amendment to SWAN's Bylaws, in Sections III.8.A., IX.6. and XII., requires a two-thirds vote of the member libraries present at any regular or special meeting of member libraries, provided that notice of the proposed amendment must be given in writing to all of SWAN's member libraries thirty (30) days prior to such meeting. Adopting standalone written rules is recommended, as it is a more flexible and commonly used approach. Upon request, I am available to assist SWAN in developing written rules in this regard.

Question: There are a number of technical issues I will research, but having not completed that, are some of the ideas of electronic signatures on online ballots, verifying the individual's identity electronically, worth exploring? Does OMA restrict these?

Answer: The OMA requires that votes of members of a public body be taken during a meeting open to the public. 5 ILCS 120/1.02; 5 ILCS 120/2.06(a)(3) and 5 ILCS 120/2a. Electronic balloting conducted outside of an open meeting may not be used to in lieu of votes cast by members of a public body at an open meeting. Instead, electronic ballots may be used, in certain circumstances, as a "straw poll" to gauge interest in an item.

KTJ provided the following advice to SWAN regarding similar issues in August of 2011, as follows:

Votes at open meetings should not be done by ballot and also should not be anonymous. Votes should be taken by voice vote or roll call vote. A roll call vote is never improper, although it may be time-consuming. My recommendation

is that you use a roll call vote for any supermajority vote (including the budget) and any other significant votes and a voice vote for the remaining votes. The minutes should reflect how each member voted. You may want to consider a show of hands (equivalent to a voice vote) so that it is clear to all present who is voting in favor and who is voting against. If it is too difficult for whoever is taking the minutes to keep track of each specific vote due to the size of the group, you may want to consider asking members to submit a "scorecard" that records the votes for the meeting at the conclusion of the meeting. That information can be presented to the person taking the minutes and incorporated into the minutes.

This advice remains applicable to the taking and the tallying of votes of SWAN's member libraries at their meetings.

I am available to further discuss this matter with you or the SWAN Board at your convenience. I can be reached at (312) 984-6436 or at gsmith@ktjlaw.com.

Sincerely,

KLEIN, THORPE & JENKINS, LTD.

A handwritten signature in black ink, appearing to read "Gregory T. Smith", with a long horizontal flourish extending to the right.

Gregory T. Smith




SWAN Expo 2022

This is a draft of the sessions based on the core initiatives of the SWAN tactical plan. We are providing this for the SWAN Board to review for suggestions. We plan on opening registration Tuesday, April 26th at the monthly Fireside meeting.

SWAN Expo

SWAN invites members and non-members alike to join us for our SWAN Expo annual conference. This all-day event features a variety of speakers, sessions, and library vendors. A wonderful opportunity to network with library colleagues. We hope to see you there!

Tracks

 <p>Library Platform & Solutions</p>	 <p>Patron Engagement</p>
 <p>Resource & Membership Sharing</p>	 <p>Security & Privacy</p>

Schedule At-A-Glance

Room & Time	Conference A (100 Seats)	Conference B (100 Seats)	Conference C (100 Seats)
9:00 - 9:45	<u>Keynote: Big Ideas and Big Challenges</u>		
9:45 - 10:00	<u>Get Involved</u>		
11:00 - 11:45	<u>Pseudo Library - Locker/Drive-Up Panel</u>	<u>Engaging Patrons with Aspen</u>	<u>WorldShare ILL: Working Smarter Not Harder</u>
12:00 - 12:45	Lunch		
1:00 - 1:45	<u>BLUEcloud Circulation: Lessons from the Field</u>	<u>Using Data to Tell a Story</u>	<u>Book Club Kit Panel</u>
2:00 - 2:45	<u>Streamlining Materials Processing: Working Smarter Not Harder</u>	<u>Engagement Panel</u>	<u>The "Illusion" of Privacy</u>
3:00 - 3:45	<u>Closing: How Our Consortium Helps to Balance Equity</u>		

SWAN Expo 2022 Opening Sessions

9:00 a.m. - 9:45 a.m

Keynote: Big Ideas and Big Challenges

Presenters: Dr. Sylvia Jenkins, President, Moraine Valley Community College and Aaron Skog, Executive Director, SWAN

Conference Rooms A,B,C

A welcome from the Moraine Valley Community College and a "State of SWAN Address."

9:45 a.m. - 10:45 a.m

Get Involved: SWAN User Groups

Presenters: SWAN User Group Chairs

Conference Rooms A,B,C

Learn about all of the ways you can get involved in SWAN. Chairs of each user group will talk about User Groups, SWAN Community Forums, Office Hours, and Pilot Groups.

SWAN Expo 2022 Sessions

11:00 a.m. - 11:45 a.m.

Pseudo Libraries: Locker/Drive-Up Panel

Conference Room A

Presented by Steven Schlewitt, SWAN, and...

This panel will share their experiences from evaluation - to funding - to implementation - to ongoing support of using library lockers and drive-up windows. Through use of pseudo libraries, these lockers and drive-up windows expand convenience for patrons. We will discuss the challenges, benefits, and overall usage patterns of pseudo libraries.

Engaging Patrons with Aspen Panel

Conference Room B

Presented by Tara Wood, SWAN, and...

Aspen Discovery offers lots of ways customize your catalog and provide reader's advisory and assist patrons. Hear from your fellow SWAN libraries about how the creative ways they are using Aspen to engage with their patrons.

WorldShare ILL: Working Smarter Not Harder

Conference Room C

Presented by Helen Pinder and Scott Brandwein, SWAN

As a group of libraries, our SWAN consortium has worked to configure and automate WorldShare ILL through our group catalog, "automatic no" based on availability, custom holdings groups within the state, deflections, and patron-initiated requests. We also collaborate with 5 other Illinois consortium to manage holdings through development of the OCLC Holdings Manager. Our libraries will share how they use and further customize these settings for local work processes and how worldwide access to materials enhance patron services.

1:00 p.m. - 1:45 p.m.

BLUEcloud Circulation: Lessons from the Field

Conference Room A

Presented by Crystal Vela, SWAN

Join the BLUEcloud Circulation pilot libraries for a deep dive into how they've incorporated BLUEcloud Circulation in their day-to-day work. They'll discuss how they trained their staff, the ways BLUEcloud Circulation has improved their workflows, and what features they're most looking forward too.

Using Data to Tell a Story

Conference Room B

Presented by Lucas McKeever, Elmwood Park Public Library, and Dawne Tortorella, SWAN

With increased data at our fingertips, how can we use this information to illustrate our library's success? We will share some quick tips and easily accessible tools to provide visual analysis of patron circulation and holds activity, reciprocal borrowing, and interlibrary loan.

Book Club Kit Panel

Conference Room C

Presented by Helen Pinder, SWAN and...

The panel will share how they purchase, package, share, and facilitate use of book club kits. Through a program all SWAN libraries can use, whether you have book club kits to share or not, over 200 full multi-copy kits are available to support book clubs throughout the consortium.

2:00 p.m. - 2:45 p.m.

Streamlining Materials Processing: Working Smarter Not Harder

Conference Room A

Presented by Samantha Dietel, SWAN

Staff time is our most valuable and limited resource. As vendor services and automation solutions expand, it is helpful to monitor the landscape and share practices that can help reduce staff time for processing and get material in the hands of our patrons more quickly.

Engagement Panel

Conference Room B

Presented by Aaron Skog, SWAN, and...

Our panel will share their experiences with patron engagement platforms. The discussion will include balancing targeted communication and outreach with managing patron privacy and personal information. Panelists will share cost/benefit of patron engagement platform and share valuable lessons learned and effective strategies.

The "Illusion" of Privacy

Conference Room C

Presented by Rudy Host and Steven Schlewitt, SWAN

Join Steven and Rudy for a technological magic show where they'll pull back the curtain and share why some library technology practices are not as private as you might think. Fun for all audiences.

3:00 p.m. - 3:45 p.m.

Closing: Core Principles of SWAN Membership - Equity of Service

Presented by Aaron Skog, SWAN

Conference Room A,B,C

How our consortium helps to balance equity.