SWAN BOARD MEETING AGENDA

June 17, 2022 9:30 a.m.

Bloomingdale Public Library
101 Fairfield Way
Bloomingdale, IL 60108-1537

1. Call to Order, Roll Call

2. Introduction of Visitors/Public Comment

    Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the June 17, 2022 SWAN Board Meeting Agenda

    RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JUNE 17, 2022 SWAN BOARD
    MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, May 2022   (Exhibit pgs. 3-12)

    a. Balance sheet and detail of expenditures for May 2022
    b. Approval of the payment of bills for May 1, 2022 through May 31, 2022 in the amount of
       $503,380.42

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

5. Action Item – Acceptance of the May 20, 2022 SWAN Board Meeting Minutes   (Exhibit pgs. 13-16)

    RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 20, 2022 SWAN BOARD
    MEETING MINUTES AS PRESENTED

6. Reports
    a. Board President Report
    b. Executive Director Report   (Exhibit pgs. 17-22)
    c. Operations Report   (Exhibit pgs. 23-38)
    d. Treasurer Report
    e. Board Calendar   (Exhibit pgs. 39-40)

7.   Action Item – Write-off allowance doubtful accounts balance

8.   Action Item – Approve salary increase for SWAN Executive Director

9.   Discussion Item—SWAN Passport Program (Exhibit pgs. 41-44)

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 May 31, 2022

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	$ 1,331,538.63
Hinsdale Bank - MM - 5010	984,750.53
Propay Funds	$ 42.86
Total Cash and Cash Equivalents	$ 2,316,332.02
Current Assets	
Accounts Receivable	40,366.19
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	453,504.70
Spares Inventory	1,732.50
Total Current Assets	$ 519,070.47
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	$ 2,856,597.40
LIABILITIES	
Current Liabilities	
Deferred Revenue	$ 1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	41,108.00
Accrued Payroll	40,906.76
Compensated Absences	108,060.39
Lease Payable	39,788.11
Total Current Liabilities	$ 231,682.76
Long Term Liabilities	
Total Liabilities	$ 231,682.76
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,237,560.37
Total Beginning Net Assets	2,262,362.37
Current YTD Net Income	362,552.27
Total Fund Balance	2,624,914.64
Total Liabilities and Fund Balances	$ 2,856,597.40

Statement of Revenue and Expenses Summary
For the 11 Months Ended May 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$2,631.83	$2,930,002.03	$2,921,563.44	$ (8,438.59)	100.29%
4100 - Membership Reimbursements	(0.91)	447,915.24	463,984.00	16,068.76	96.54%
4200 - Reimbursement for Losses	(0.05)	63,031.16	30,900.00	(32,131.16)	203.98%
4300 - Grant Revenue	-	524,691.00	522,691.00	(2,000.00)	100.38%
4500 - Investment & Interest	666.96	1,577.58	2,000.00	422.42	78.88%
4600 - Reserve Fund Transfer	-	-	90,000.00	90,000.00	0.00%
Total Revenue	6,693.10	3,975,783.25	4,042,804.44	67,021.19	98.34%
Expenses					
5000 - Salaries & Wages	103,722.34	1,290,586.42	1,546,800.00	256,213.58	83.44%
5020 - Personnel Benefits	28,061.96	393,256.21	500,000.00	106,743.79	78.65%
5100 - Building & Grounds	11,056.40	126,587.99	125,854.00	(733.99)	100.58%
5200 - Professional Development	600.00	5,213.83	16,200.00	10,986.17	32.18%
5300 - Membership Development	-	507.92	2,000.00	1,492.08	25.40%
5400 - Information & Technology Services	83,890.76	1,201,597.84	1,267,800.00	66,202.16	94.78%
5500 - General Office	619.04	2,693.81	3,000.00	306.19	89.79%
5600 - Hardware & Equipment	183.70	2,916.07	4,700.00	1,783.93	62.04%
5700 - Insurance	-	11,188.03	9,400.00	(1,788.03)	119.02%
5800 - Contractual Services	4,930.14	76,378.31	103,060.00	26,681.69	74.11%
5900 - Library Materials & Content	3,245.05	497,422.30	497,250.00	(172.30)	100.03%
6000 - Interest & Fees	398.29	4,882.25	3,740.00	(1,142.25)	130.54%
6100 - Other Expenses	-	-	4,522.00	4,522.00	0.00%
Total Expenses	236,707.68	3,613,230.98	4,084,326.00	471,095.02	88.47%
Excess Revenues less Expenses	$ (230,014.58)	$ 362,552.27	$ (41,521.56)	$ (404,073.83)	

Statement of Revenue and Expenses
For the 11 Months Ended May 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 2,631.83	$ 2,926,363.03	$ 2,917,863.44	$ (8,499.59)	100.29%
4011 - SWAN Internet Access Membership Fees	0.00	3,639.00	3,700.00	61.00	98.35%
4190 - Member Group Purchase Receipts	(0.91)	447,915.24	463,984.00	16,068.76	96.54%
4220 - Reimbursement Losses for Resource Sharing	(0.05)	63,031.16	30,000.00	(33,031.16)	210.10%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4240 - E-Commerce Transactions	3,395.27	8,566.24	11,666.00	3,099.76	73.43%
4310 - RAILS Support to SWAN	0.00	522,691.00	522,691.00	0.00	100.00%
4320 - Other Grant Revenue	0.00	2,000.00	0.00	(2,000.00)	0.00%
4510 - Interest Income	666.96	1,577.58	2,000.00	422.42	78.88%
4600 - Reserve Fund Transfer	0.00	0.00	90,000.00	90,000.00	0.00%
Total Revenue	6,693.10	3,975,783.25	4,042,804.44	67,021.19	98.34%
Expenses					
5000 - Salaries & Wages	103,722.34	1,290,586.42	1,546,800.00	256,213.58	83.44%
5021 - FICA Expense	7,968.83	94,337.29	118,400.00	24,062.71	79.68%
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	5,177.39	122,160.53	140,900.00	18,739.47	86.70%
5025 - Health, Dental, Life And Disability Insurance	14,915.74	178,804.66	234,600.00	55,795.34	76.22%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	0.00	718.00	600.00	(118.00)	119.67%
5110 - Rent/Lease	9,923.34	115,546.44	110,104.00	(5,442.44)	104.94%
5120 - Utilities	808.06	6,165.80	5,700.00	(465.80)	108.17%
5130 - Property Insurance	0.00	897.75	0.00	(897.75)	0.00%
5140 - Repairs & Maintenance	0.00	858.00	1,050.00	192.00	81.71%
5150 - Custodial Service & Supplies	325.00	3,120.00	9,000.00	5,880.00	34.67%
5220 - Staff Meetings	0.00	597.95	600.00	2.05	99.66%
5230 - Staff Professional Development	400.00	2,166.70	8,800.00	6,633.30	24.62%
5240 - Professional Association Membership Dues	200.00	1,170.00	2,500.00	1,330.00	46.80%
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	507.92	800.00	292.08	63.49%
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	42.49	15,804.74	22,000.00	6,195.26	71.84%
5430 - Server Software Licensing	5,942.54	78,234.23	62,000.00	(16,234.23)	126.18%
5440 - Library Services Platform	75,081.97	972,607.73	1,036,800.00	64,192.27	93.81%
5450 - Data Management Services	0.00	28,711.41	27,500.00	(1,211.41)	104.41%
5460 - Information Subscription Service	15.00	65,931.49	76,600.00	10,668.51	86.07%
5470 - Subscription Support Services	1,273.67	10,901.80	9,900.00	(1,001.80)	110.12%
5480 - Telecommunications	1,095.09	15,051.41	20,400.00	5,348.59	73.78%
5490 - Group Purchases - Services	440.00	8,880.00	12,600.00	3,720.00	70.48%
5510 - Office Supplies	503.04	2,106.92	1,500.00	(606.92)	140.46%
5520 - Postage	116.00	496.92	1,500.00	1,003.08	33.13%
5599 - Annual Conference Supplies	0.00	89.97	0.00	(89.97)	0.00%
5610 - Equipment Rental/Maintenance	212.65	2,239.40	3,700.00	1,460.60	60.52%
5620 - Hardware	(28.95)	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	13,700.00	17,560.00	3,860.00	78.02%
5830 - Consulting	1,135.00	38,885.00	38,000.00	(885.00)	102.33%
5840 - Payroll Service Fees	(244.76)	4,391.83	3,600.00	(791.83)	122.00%

Statement of Revenue and Expenses
For the 11 Months Ended May 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5850 - Contractual Agreements	0.00	2,000.00	0.00	(2,000.00)	0.00%
5860 - Notification & Collection	3,009.90	17,401.48	38,000.00	20,598.52	45.79%
5870 - Recruitment	0.00	0.00	900.00	900.00	0.00%
5910 - Print Materials	0.00	0.00	5,000.00	5,000.00	0.00%
5920 - Reimburse for Resource Sharing	0.00	51,488.98	30,000.00	(21,488.98)	171.63%
5930 - Electronic Resources	0.00	1,853.75	0.00	(1,853.75)	0.00%
5940 - E-Commerce Payment Transactions	3,245.05	8,304.39	11,666.00	3,361.61	71.18%
5990 - Group Purchases - Content	0.00	435,775.18	450,584.00	14,808.82	96.71%
6010 - Bank Fees	398.29	4,394.96	3,700.00	(694.96)	118.78%
6020 - Merchant Account Fees	0.00	487.29	40.00	(447.29)	1218.23%
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	236,707.68	3,613,230.98	4,084,326.00	471,095.02	88.47%
Excess Revenues less Expenses	$ (230,014.58)	$ 362,552.27	$ (41,521.56)	$ (404,073.83)	

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Batavia Public Library				8863	05/13/22	120.32
5940	E-Commerce Payment Transactions	Batavia Public Library	120.32			
Bellwood Public Library				8864	05/13/22	31.36
5940	E-Commerce Payment Transactions	Bellwood Public Library	31.36			
Berwyn Public Library				8865	05/13/22	110.35
5940	E-Commerce Payment Transactions	Berwyn Public Library	110.35			
Bloomingdale Public Library				8866	05/13/22	93.53
5940	E-Commerce Payment Transactions	Bloomingdale Public Library	93.53			
Blue Island Public Library				8867	05/13/22	98.50
5940	E-Commerce Payment Transactions	Blue Island Public Library	98.50			
Broadview Public Library District				8868	05/13/22	33.46
5940	E-Commerce Payment Transactions	Broadview Public Library District	33.46			
Calumet City Public Library				8869	05/13/22	16.54
5940	E-Commerce Payment Transactions	Calumet City Public Library	16.54			
Carol Stream Public Library				8870	05/13/22	14.34
5940	E-Commerce Payment Transactions	Carol Stream Public Library	14.34			
Chicago Heights Public Library				8871	05/13/22	15.12
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	15.12			
Clarendon Hills Public Library				8872	05/13/22	20.85
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	20.85			
Crete Public Library District				8873	05/13/22	14.83
5940	E-Commerce Payment Transactions	Crete Public Library District	14.83			
Elmwood Park Public Library				8874	05/13/22	13.21
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	13.21			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Flossmoor Public Library				8875	05/13/22	80.51
5940	E-Commerce Payment Transactions	Flossmoor Public Library	80.51			
Franklin Park Public Library District				8876	05/13/22	15.01
5940	E-Commerce Payment Transactions	Franklin Park Public Library District	15.01			
Geneva Public Library District				8877	05/13/22	81.21
5940	E-Commerce Payment Transactions	Geneva Public Library District	81.21			
Glen Ellyn Public Library				8878	05/13/22	28.61
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	28.61			
Glenside Public Library				8879	05/13/22	5.61
5940	E-Commerce Payment Transactions	Glenside Public Library	5.61			
Green Hills Public Library District				8880	05/13/22	44.94
5940	E-Commerce Payment Transactions	Green Hills Public Library District	44.94			
Hinsdale Public Library				8881	05/13/22	70.04
5940	E-Commerce Payment Transactions	Hinsdale Public Library	70.04			
Hodgkins Public Library District				8882	05/13/22	5.14
5940	E-Commerce Payment Transactions	Hodgkins Public Library District	5.14			
Lansing Public Library				8883	05/13/22	17.01
5940	E-Commerce Payment Transactions	Lansing Public Library	17.01			
Linda Sokol Francis Brookfield Library				8884	05/13/22	48.79
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	48.79			
Melrose Park Public Library				8885	05/13/22	9.41
5940	E-Commerce Payment Transactions	Melrose Park Public Library	9.41			
Messenger Public Library of North Aurora				8886	05/13/22	54.29
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	54.29			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Midlothian Public Library				8887	05/13/22	9.41
5940	E-Commerce Payment Transactions	Midlothian Public Library	9.41			
Oak Brook Public Library				8888	05/13/22	114.85
5940	E-Commerce Payment Transactions	Oak Brook Public Library	114.85			
Oak Lawn Public Library				8889	05/13/22	128.91
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	128.91			
Oak Park Public Library				8890	05/13/22	749.46
5940	E-Commerce Payment Transactions	Oak Park Public Library	749.46			
Park Forest Public Library				8891	05/13/22	66.79
5940	E-Commerce Payment Transactions	Park Forest Public Library	66.79			
Prairie Trails Public Library District				8892	05/13/22	9.41
5940	E-Commerce Payment Transactions	Prairie Trails Public Library District	9.41			
River Forest Public Library				8893	05/13/22	25.57
5940	E-Commerce Payment Transactions	River Forest Public Library	25.57			
Schiller Park Public Library				8894	05/13/22	159.55
5940	E-Commerce Payment Transactions	Schiller Park Public Library	159.55			
St. Charles Public Library District				8895	05/13/22	504.51
5940	E-Commerce Payment Transactions	St. Charles Public Library District	504.51			
Sugar Grove Public Library District				8896	05/13/22	260.44
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	260.44			
Town & Country Public Library District				8897	05/13/22	37.15
5940	E-Commerce Payment Transactions	Town & Country Public Library District	37.15			
University Park Public Library District				8898	05/13/22	12.28
5940	E-Commerce Payment Transactions	University Park Public Library District	12.28			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Villa Park Public Library				8899	05/13/22	34.39
5940	E-Commerce Payment Transactions	Villa Park Public Library	34.39			
Westmont Public Library				8900	05/13/22	40.48
5940	E-Commerce Payment Transactions	Westmont Public Library	40.48			
Woodridge Public Library				8901	05/13/22	47.80
5940	E-Commerce Payment Transactions	Woodridge Public Library	47.80			
Comcast				8902	05/18/22	759.95
5480	Telecommunications	Comcast May 1, - May 31, 2022	759.95			
ComEd				8903	05/18/22	4.01
5120	Utilities	balance due on April bill	4.01			
HR Source				8904	05/18/22	1,135.00
5830	Consulting	HR Source membership through 6/30/23	1,135.00			
ICS Learning Group				8905	05/18/22	700.00
5470	Subscription Support Services	Learning Mgmt. System - May	350.00			
5470	Subscription Support Services	Learning Mgmt. System - March	350.00			
Lauterbach & Amen, LLP				8906	05/18/22	1,030.00
5820	Accounting	prof. services for April	1,030.00			
LIMRiCC				8907	05/18/22	18,803.67
5025	Health, Dental, Life And Disability Insurance	May 2022	18,803.67			
Nicor Gas				8908	05/18/22	160.77
5120	Utilities	April 14 - May 16, 2022	160.77			
Reliance Standard Life Insurance Co.				8909	05/18/22	841.03
5025	Health, Dental, Life And Disability Insurance	STD & LITD June 2022	841.03			
Unique Integrated Communications, Inc.				8910	05/18/22	3,449.90
5490	Group Purchases - Services	Curbside Communicator - May	440.00			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5860	Notification & Collection	Notices - April	2,259.90			
5860	Notification & Collection	MessageBee - April 8698 notifications	750.00			
Wellness Insurance Network-WIN				8911	05/18/22	171.00
5025	Health, Dental, Life And Disability Insurance	May 2022	171.00			
ComEd				8912	05/19/22	407.91
5120	Utilities	4/20 - 5/18	407.91			
ComEd				50159	05/03/22	235.37
5120	Utilities	ComEd 3/21 -4/20	235.37			
First Bankcard				50160	05/14/22	8,184.30
5230	Staff Professional Development	COSUGI Conference for 3 SWAN employees	300.00			
5230	Staff Professional Development	COSUGI - AS	100.00			
5240	Professional Association Membership Dues	ILA Dues for Rudy Host	200.00			
5420	Application Software Licensing	Mailchimp monthly	42.49			
5430	Server Software Licensing	pay as you go	4,970.22			
5430	Server Software Licensing	Azure reservations	830.32			
5430	Server Software Licensing	microsoft active directory premium	18.00			
5430	Server Software Licensing	microsoft active directory basic	24.00			
5430	Server Software Licensing	azure support	100.00			
5460	Information Subscription Service	ILA iREAD	15.00			
5470	Subscription Support Services	go to webinar	100.00			
5470	Subscription Support Services	Sendgrid	363.67			
5470	Subscription Support Services	Go to assist licensing	110.00			
5480	Telecommunications	microsoft domestic call plan	288.00			
5480	Telecommunications	Grasshopper	47.14			
5510	Office Supplies	Amazon order for office supplies	9.98			
5510	Office Supplies	Amazon order for office supplies	21.99			
5510	Office Supplies	Amazon order for office supplies	178.18			
5510	Office Supplies	AmazonGift cards for UX group	152.95			
5510	Office Supplies	amazon order for office supplies	59.64			
5510	Office Supplies	Amazon order for office supplies	51.35			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5520	Postage	Jewel purchase for stamps	116.00			
5610	Equipment Rental/Maintenance	Genesis copier maint.	84.30			
5940	E-Commerce Payment Transactions	Paypal RDS test	1.07			
T.A. Systems Inc.				50161	05/31/22	325.00
5150	Custodial Service & Supplies	T.A. Systems Inc.	325.00			
Genesis Technologies, Inc.				50162	05/19/22	128.35
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. monthly lease	128.35			
Quail Ridge Drive Investors, LLC				50163	05/27/22	9,923.34
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	9,923.34			
SirsiDynix, Inc.				50164	05/03/22	453,876.84
5440	Library Services Platform	SirsiDynix, Inc. overpayment	-677.00			
5440	Library Services Platform	SirsiDynix, Inc. 2 months annual maintenance	75,758.97			
1400	Prepaid Expenses	SirsiDynix, Inc.10 months prepaid expense	378,794.87			

Check List Total   503,380.42

SWAN Board Meeting Minutes

May 20, 2022, 9:30 a.m.
Bloomingdale Public Library
101 Fairfield Way
Bloomingdale, IL 60108

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

   President Bodewes called the meeting to order at 9:34 a.m. The following Board members were present to establish a quorum.

   a. Jesse Blazek
   b. Ted Bodewes
   c. Dawn Bussey
   d. Jennifer Cottrill
   e. Charity Gallardo
   f. Tim Jarzemsky
   g. Jane Jenkins

2. **Introduction of Visitors/Public Comment**
   Aaron Skog – Executive Director – SWAN
   Dawne Tortorella – Assistant Director - SWAN
   Ginny Blake – Business Manager – SWAN

   No public comment

3. **Action Item**
   Acceptance of the May 20, 2022, SWAN Board Meeting Agenda

   Cottrill moved, seconded by Gallardo that it be

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 20, 2022
   > SWAN BOARD MEETING AGENDA AS PRESENTED

   Motion carried unanimous voice vote:

4. **Action Item**
   Approval of SWAN Financials April 2022

   Bussey moved, seconded by Gallardo that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR APRIL 1, 2022, THROUGH APRIL 30, 2022, AND ACCEPTS THE BALANCE SHEET AND DETAILS OF EXPENDITURES FOR APRIL 2022 AS PRESENTED

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

5. **Action Item**
Acceptance of the April 22,2022 SWAN Board Meeting Minutes

Cottrill moved, seconded by Gallardo that it be:

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE April 22, 2022, SWAN BOARD MEETING MINUTES AS PRESENTED

Correction: remove the word "upon" from Discussion Item – SWAN Bylaws Committee on page 3 of the minutes.

Motion carried by unanimous voice vote

6. **Reports**

    a. Board President Report
    Bodewes reviewed with the Board members the process for Aaron's Annual Review along with the timeline. The Board member election is currently going on. Skog will send a follow up email next week.

    b. Executive Director Report
    Skog reviewed the SWAN Activities presented in the board packet.

    Operations Report
    Birds of a Feather has been launched. The Beanstack Launch meeting began with 6 libraires participating. Scott Brandwein & Helen Pinder presented at the OCLC resource sharing online conference. Some deeper analysis was done on tickets. We have had a steady increase and wanted to dig deeper into where these tickets are coming from. The Aspen project was extremely successful. The graphs/charts in the packet are very helpful amongst the library staff.

    c. Treasurer Report
    Bussey gave another update on the RAILS Consortia Committee Sustainability Working Group meeting she attended.

    d. Board Calendar
    Reviewed as presented.

7. **Discussion Item**- SWAN Board self-evaluation results
   Bodewes gave Results of the evaluations with a few recommendations.

8. **Discussion Item** – SWAN Quarterly meeting June 2, 2022, draft agenda
   The draft for the quarterly meeting was discussed. The Board would like the SWAN Expo annual event mentioned in the agenda. They would also like Birds of a Feather added to the agenda.

9. **Adjournment** –
   Bodewes adjourned the meeting at 10:43 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Jane Jenkins

Board Secretary

SWAN Executive Director Report

June 17, 2022

Update on Activities

IT Manager Departure

The departure of Steven Schlewitt was announced at the April 26th Fireside membership meeting, and Steven's last day was May 4th. I scheduled check-in conversations with all SWAN staff to gather what their immediate needs are in relation to that staff role, and to gauge what their thoughts are for the IT & System Support department. With my staff check-ins complete, I have the following recommendations:

- No restructuring is necessary for the IT & System Support team
- Move forward with filling the IT & System Support Manager position
- Revise the position description and prepare for recruiting that is fair and transparent to internal and external applicants

I anticipate the position being filled by September 2022.

Data Visualization Maps: GIS Research

The June 2nd quarterly meeting gave me the opportunity to bring up some conversations SWAN has been having with an expert in GIS mapping. Dawne and I met with Mike Kamin on the evening of May 24th at Batavia Public Library District to introduce ourselves and to brainstorm on what data maps could be created for SWAN libraries. I am building a proposal for the SWAN Board to see what sort of interactive maps could be created using SWAN user and item data. These maps could be used to aid libraries with user engagement and help provide analysis of library usage.

HTML Notices & Text Notification: MessageBee Research

Unique Management is a key partner with SWAN in user notification, currently providing print and automated phone notices. I attended a demonstration of the new service from Unique called MessageBee and I believe it could be an exciting service for SWAN to consider for its email and text messaging services to library users. The MessageBee service would provide self-administered email notification templates for libraries, with individual library branding and customization. I am getting preliminary pricing and options for SWAN and hope to bring a more fully formed proposal to the SWAN Board for consideration. SWAN currently uses a SirsiDynix service subscription for text notification, and a separate subscription service for email notifications via the vendor Twilio's SendGrid.

South Australia Public Library Network & SirsiDynix Collaboration

SWAN reached out to the consortium of libraries in South Australia as an introduction of our staffs work on BLUEcloud. SirsiDynix proposed an official collaboration between the SAPLN and SWAN teams to help SirsiDynix prioritize BLUEcloud Staff features. Our first official meeting we held on Tuesday, June 14th at 5:30pm CT which has a 9.5-hour time difference with the SAPLN team.

Office Lease Research

I met with a representative of a company that works with office tenants with existing leases. The SWAN lease ends mid-2025 and I thought it was important to see what the market conditions are as of 2022. The Westmont commercial office space remains an attractive option for companies seeking lower cost options to those found in Oak Brook. The Quail Ridge office campus has undergone a number of improvements to the campus and recently was acquired by new investors. The commercial office market in the west suburban region, however, remains

The prior research on our options for the SWAN office are detailed in the April 23, 2021 Executive Director report. The options researched a year ago were subletting the space and moving to a smaller office.

Board Considerations

Write-off of outstanding invoices

The board will write off one outstanding invoice that we promised Harvey Public Library District would take place if the outstanding debt of the library to SWAN were paid off by June 30, 2022. I am happy to inform you that the library paid its outstanding invoices totaling $11,080.88 to SWAN, which date back to 2018.

The invoice to write-off as an action item on the SWAN Board agenda is the following.

| Harvey Public Library District | 7/1/2021 | EBSCO Fees FY22 | Invoice 8787-E22 | $2,853.00 |

SWAN Passport Program

The results of the survey to gauge interest in a SWAN-wide program for libraries to participate in are included as a discussion item on the agenda. Questions for discussion are included at the end of that document.

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 92% 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 four quarters, which would bring in 100% of SWAN revenue.

SWAN FY22	FY22 Budget	Ending May 2022	Percentage of budget YTD 92%
Total Revenue	$4,042,804.44	$3,975,783.25	98%
Total Expenses	$4,084,326.00	$3,613,230.98	88%
Over / (Under)	($41,521.56)	$362,552.27	

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the fourth quarter invoices were sent out in April. We are currently at 100.2% of what should be 100% for this line.

Libraries that have one outstanding quarter for SWAN membership fees are all from the April 2022 invoices sent. We have followed up with these libraries with a second notice in May and have followed up with direct phone calls to see if payments will be sent by the end of June. For all these libraries the situation is the same: staff turnover has led to some delays in the business office.

Markham owes $4,287.75 and will pay by the end of June. Matteson owes $8,877,75 and will pay by the end of June. Schiller Park owes $5,592.25 and has a new library director who has assured that the invoice will be paid in July (the library has no June board meeting scheduled). The William Leonard (Robins) Public Library missed is January 2022 invoice but paid its April 2022 invoice and owes $3,634.75.

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 fourth payment to SWAN was received in April, so this line is now precisely at 100% as expected.

4510 – Interest Income: SWAN's Money Market is performing very poorly due to the economic downturn. 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.

5430 – Server Software Licensing: expenses related to the hosting of Symphony, Aspen, and the support/ticketing systems are recorded in this budget line. During this year, we elected to add a second Aspen server for internal testing of software releases prior to upgrading our production/live Aspen. The addition of this second server has increased our monthly Azure costs.

5440 – Library Services Platform: payments to ByWater, 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. Upon some analysis of the expenses year-to-date, there are 2 months of EBSCO expenses that should have been recorded in the current FY22, but instead were recorded in the prior FY21.

5450 – Data Management Services: expenses for RDA ToolKit, WebDewey, MARCIVE, and the National Change of Address are recorded in this line. National Change of Address was higher than anticipated, but next year's budget increased this line to $30,500.

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: June 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 (May 17th – June 13th) regular user group meetings and member engagement are noted. Staff are excited to be back in the field. Our Bibliographic Services team has been providing on-site consultation and training in various cataloging functions.

Date	Event Name	Attendees	Teams Represented	Topic
5/17/2022	Consultation: Mobile Staff Registration (Hillside)	Vickie	IT	Consultation
5/17/2022	Consultation: Mobile Staff Registration (La Grange Park)	Vickie	IT	Consultation
5/18/2022	Pilot: BLUEcloud Cataloging	Claudia	Bib Srvs	Research & Development
5/18/2022	Office Hours: Circulation & Hold Maps	Vickie, Michael	IT	Training
5/19/2022	Training: Track Reading with Beanstack	Helen, Dawne, Aaron, Vickie	Admin	Training
5/20/2022	SWAN Board Meeting (Bloomingdale)	Aaron, Ginny, Dawne	Admin	Governance
5/20/2022	KitKeeper Check-in	Helen	Admin	Research & Development
5/20/2022	Consultation: BLUEcloud Cataloging Check-in (Warrenville)	Claudia, Sam, Scott	Bib Srvs	Research & Development
5/25/2022	Office Hours: BLUEcloud Staff (Acq, Cat, Circ)	Dawne, Scott, Sam, Claudia, Crystal, Dave	Admin, Bib Srvs, UX, IT	Training
5/26/2022	Site Visit: OCLC Cataloging (Oak Lawn)	Claudia	Bib Srvs	Site Visit/Training
5/26/2022	Discovery & User Experience Advisory	Tara, Dawne	UX	Member meeting
5/27/2022	DEI in Metadata Working Group	Scott	Bib Srvs	Member meeting
5/31/2022	SWAN Fireside Chat #38	Aaron, Dawne, Ian, Helen, Tara, Robin, Crystal	Admin, Bib Srvs, UX, IT	Member meeting
6/1/2022	ILL Users Group	Helen, Dawne, Vickie	Admin, IT	Member meeting
6/1/2022	Office Hours: Circulation/ILL/Outreach	Helen, Vickie, Crystal, Sam, Dawne	Admin, UX, Bib Srvs, IT	Training
6/1/2022	Site Visit: Cataloging (Downers Grove)	Claudia, Scott	Bib Srvs	Site Visit/Training

Date	Event Name	Attendees	Teams Represented	Topic
6/2/2022	SWAN Quarterly Meeting	Aaron, Ginny, Ian, Tara, Dawne	Admin, UX, IT	Member meeting
6/2/2022	Pilot: BLUEcloud Cataloging Check-in (Glen Ellyn)	Claudia	Bib Srvs	Research & Development
6/2/2022	Consultation: Acquisitions reports (Bloomingdale)	Vickie	IT	Consultation
6/3/2022	Office Hours: Directors' Coffee Hour	Aaron	Admin	Training
6/8/2022	Office Hours: Cataloging	Scott, Claudia, Sam, Diane, Angela	Bib Srvs	Training
6/8/2022	Consultation: Digital projects (Messenger)	Robin	UX	Consultation
6/8/2022	Office Hours: BLUEcloud Analytics	Dawne, Michael, Dave	Admin, IT	Training
6/9/2022	Site Visit: Fine Free (Thomas Ford)	Vickie, Michael	IT	Site Visit
6/9/2022	Training: Getting Started with Accessibility Testing	Tara, Robin	UX	Training

Research & Development, Vendor Engagement

Meetings represent formal project-based meetings with vendors and collaboration projects within the larger library community. Presentations made at professional conferences are highlighted.

We continue to work closely with the Aspen community. Tara Wood serves as co-chair and has assumed a leadership role in guiding community interests and development. This engagement serves our SWAN membership well. This past month we also started more strategic discussion with Unique for SWAN notices and communication.

Date	Event Name	Attendees	Teams Represented	Topic
Tuesdays: 5/17/2022-6/7/2022	ByWater - Aspen weekly check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Research & Development
5/17/2022	Aspen Community Meeting	Tara - Community Co-Chair	UX, Admin, Bib Srvs	Research & Development
5/24/2022	Aspen for Symphony Users	Tara, Scott, Rudy	UX, Bib Srvs, IT, Admin	Research & Development
6/2/2022	Aspen Gathering (pre-release)	Tara, Scott, Robin, Crystal, Aaron	UX, Bib Srvs, Admin	Research & Development
5/17/2022	LIMRiCC Spring Meeting	Aaron, Ginny	Admin	Partnerships
5/18/2022, 5/31/2022	Unique Management	SWAN staff from all areas	Bib Srvs, IT, UX, Admin	Partnerships
5/24/2022	GIS Consultation	Aaron, Dawne	Admin	Research & Development
5/25/2022	DEI in Metadata	Scott	Bib Srvs	Partnerships
6/1/2022	SirsiDynix Library Relationship Meeting	Aaron	Admin	Partnerships

Resource Sharing

Shared Beanstack – Launched

Our shared Beanstack instance is available for any readers who wish to join. A webinar was help on May 19th and was well attended by staff who support reading programs at their own libraries. This group shared Beanstack administrative tips and showed interest in forming a user group devoted to summer and year-round reading initiatives and programs. We will be reaching out to member who wish to share their experiences and brainstorm ideas after this year's summer reading programs conclude.

As of June 13th, the SWAN Beanstack reading has 133 registered readers. Ninety-four of those readers are from Itasca. Itasca Community Library is actively promoting the use of the SWAN Beanstack reading challenges this summer. In fact, they have 7 participants who have already completed the summer reading challenge! Helen worked with them to establish another challenge with higher level goals to encourage continued tracking. This is one of the benefits of have an online platform that is flexible and can offer challenges for both reluctant and aggressive readers.

Additional reading challenges are primed and waiting to begin as we move into back to school and fall seasons.

More Challenges

Other available challenges.

New Horizons: 2022 Reading Challenge (Minutes)
Jan 1, 2022 - Dec 31, 2022

IRead Summer 2022: Read Beyond the Beaten Path (Adult)
May 31, 2022 - Jul 31, 2022

Back to School 2022
Aug 1, 2022 - Aug 31, 2022

Fall Into Reading 2022
Sep 1, 2022 - Sep 30, 2022

If you would like to join as a reader, you can register online at https://www.beanstack.com/find-a-site. Search for SWAN and look for our SWAN Library Services (IL) listing. If you prefer using an app, download the Beanstack app from the Google or iPhone stores (free) and search for SWAN Library Services.

SWAN Bibliographic Services (Scott Brandwein)

BLUEcloud Acquisitions

After some configuration changes to our BLUEcloud Acquisitions users, we stopped seeing examples of the intermittent error messages that were frequently preventing library staff from proceeding in their acquisitions processing using the tool. It has been several weeks since we have seen these errors, so we are tentatively optimistic that they are solved.

The other issue we have experienced with BLUEcloud Acquisitions was record duplication due to errors in matching UPCs and ISBNs. This is not resolved, but work SirsiDynix did last year dramatically reduced the instances of this.

As a result of these bugs clearing up, we are exploring further rollout of BLUEcloud Acquisitions, but we are doing so slowly. We plan to move forward this summer with one library adopting the tool. After an evaluation of how things go, we will make a decision on future adoptions going forward.

BLUEcloud Cataloging Pilot

The BLUEcloud Cataloging Pilot continues, and Claudia Nickson is compiling feedback from our member libraries. So far, feedback is mixed. Features such as templating and MARC editing seem popular, while there are some pain points around call number and item maintenance.

Accessibility information

Our request for closed captioning information to be highlighted in our Aspen catalog is still pending as our top-priority enhancement request with Aspen support. We have provided a visual mock-up (below) of what we would like this to look like in an effort to speed the development process along. We hope to see this feature implemented soon, at which point we will work to include similar indication of audio description tracks for people with visual disabilities.

Cataloging Advisory also discussed the inclusion of additional accessibility metadata fields in our MARC records. Bibliographic Services is working on a draft of cataloging recommendations to take advantage of these fields and provide better representation of materials accessibility information in our catalog.

OCLC Holdings Update

In the previous Operations Report, I reported that the OCLC Holdings Update was complete. This was due to a miscommunication in our discussion with OCLC. All holdings were added, but there is a deletion step that is still pending that will clean up some holdings that are no longer represented in our members' collections. SWAN has been awaiting reports on what holdings will be deleted to sign off on before the process takes place. As soon as we receive those lists, we will compare them to our current catalog and have that deletion step initiated.

SWAN DEI in Metadata Working Group

The DEI in Metadata Working group has decided to take a slightly different approach to our meetings going forward. Meeting topics will be decided upon and publicized via the newsletter to encourage

participation from SWAN members with an interest in specific topics yet who may not be fully-fledged members of the working group.

Cataloging Counts: SWAN Bibliographic Services

Counts do not include sixteen cataloging libraries. Original cataloging counts are new records created for SWAN and added to the OCLC WorldCat database. Copy cataloging counts are records downloaded from OCLC and added to SWAN's bibliographic database.

For May, there were 176 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	57	106								
Copy 2022	1,808	2,283	2,059	2,299	2,239								

* 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

Infrastructure, On-Call, and Ongoing Support

The ITSS is balancing additional on-call support as we begin the process of hiring a manager for Information Technology and System Support. Until that time, Dave will continue providing both on-call and primary ticket review responsibilities. Daily and ongoing procedures for on-call monitoring and key reports (e.g., notices) are under review.

Starting in July, the team will move the Patch Friday schedule to Patch Tuesday. This matches our conservative ILS configuration support where changes are only made Monday through Thursday to minimize potential disruption of service and inadvertent consequences. The team will also review these procedures to determine most cross-training and backup.
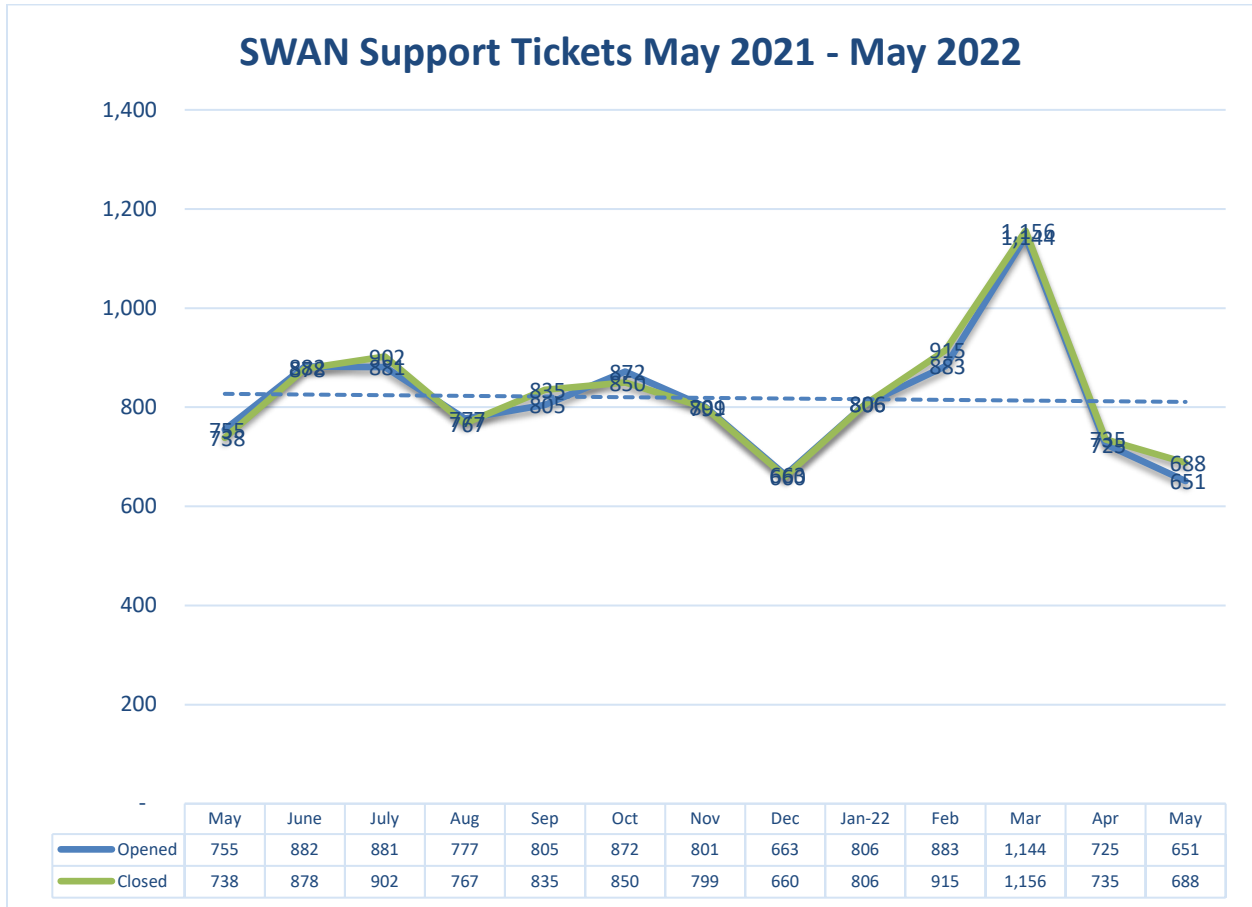
The Information Technology and System Support Services team is continuing bi-weekly meetings to review ticket trends, notable areas of support required and ongoing problems. This team has been joined by Helen, Scott, Tara, Aaron, and Dawne as we work to dig deeper into member support issues. Our goal is to work towards more proactive support from our historical model of reactive. The team is working to identify training, site visit, consultation, and document needs of the membership.

As we move towards more proactive support, we recognize the limitations of our current ticketing system. Members of the team are conducting informal environmental scans of potential replacements of our OTRS ticketing system. Our ticketing system is working, but we envision a more robust platform

for both internal and member use in our future. This will be coordinated with other member related services including our support site, online forums, and relies on a single sign-on method of authentication.

Support Tickets

After the peak in tickets related to the Aspen launch, our monthly trend in number of tickets opens has returned to a flatter trend line, in fact it shows a slight decline. This indicates that our ongoing volume of tickets is returning to a stable measure.

	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan-22	Feb	Mar	Apr	May
Opened	755	882	881	777	805	872	801	663	806	883	1,144	725	651
Closed	738	878	902	767	835	850	799	660	806	915	1,156	735	688

SWAN Support Tickets Opened/Closed in Past 12 Months

Ticket Analysis

As part of our more proactive analysis of tickets, we are investigating which departments handle the most tickets in hopes of providing better pre-filtering and reporting of problems and assignment for triage. May trends followed April. Bibliographic Services handles the most tickets consistently. The number of tickets answered is just one measure in understanding the support requirements and efficiencies in assisting members.
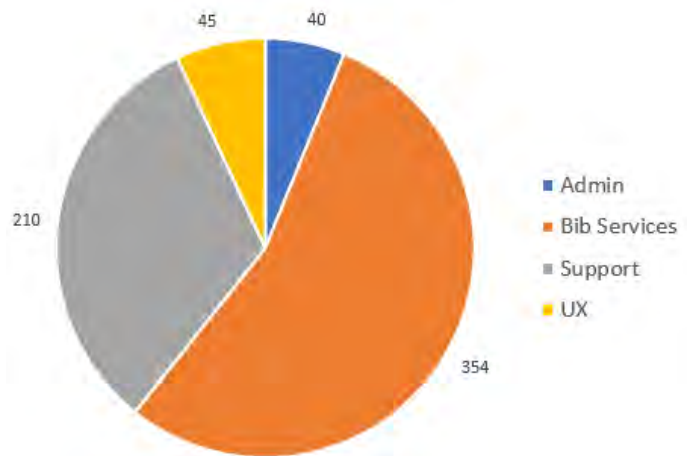
The complexity of ticket is hard to determine without individual detailed analysis, but one measure that may help inform this analysis is the length of conversation thread between SWAN staff and member per ticket. Departmental comparison in this area shows that the conversation thread per Bibliographic Services is the lowest at 4.51 average compared to User Experience at 7.58 average. Time to resolve is a factor of complexity and conversation length may help determine average complexity to resolve.
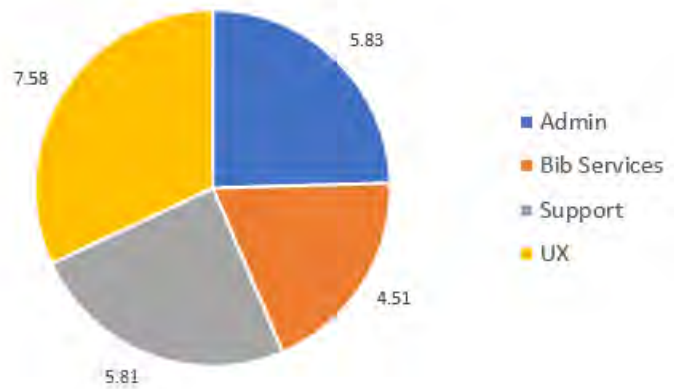

Figure 2: Average Conversation Thread per Ticket

Equally challenging is identifying the types of inquiries and issues submitted through the ticketing system. Last month we identified account management, onboarding and offboarding of staff, and update of access to resources as an area to target. This month May confirms this as an area to review.

Symphony and WorkFlows related tickets are the most prevalent (ILS), followed by cataloging related maintenance (Cataloging, Bib Merge, Bib Change). More than half of our Aspen related tickets also are related to cataloging and grouped record anomalies.
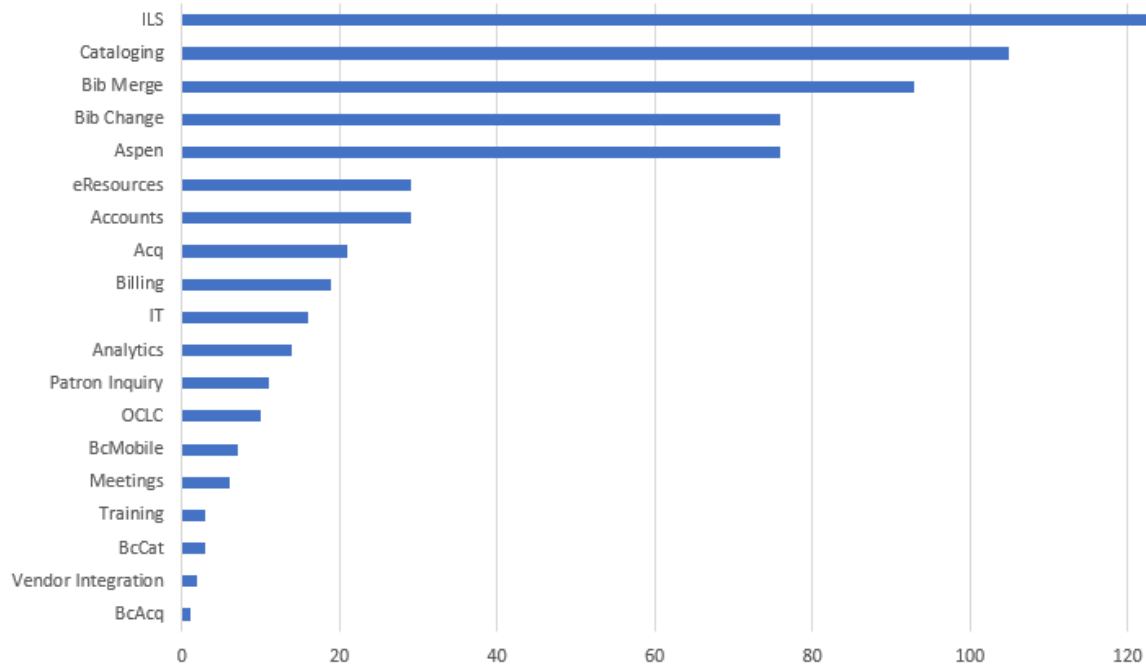
Notification Monitoring

Patron notifications are sent via email, phone messaging, SMS text messaging, and print. We have not been able to easily break down the types of notices for our Email tracking statistics. Michael is leading efforts to provide better accounting of notices.

Email Notice Tracking (Last 6 Months)

Sendgrid statistics prior to April were captured at a point in time for past 30 days. Exact monthly counts are reported starting in April 2022*.

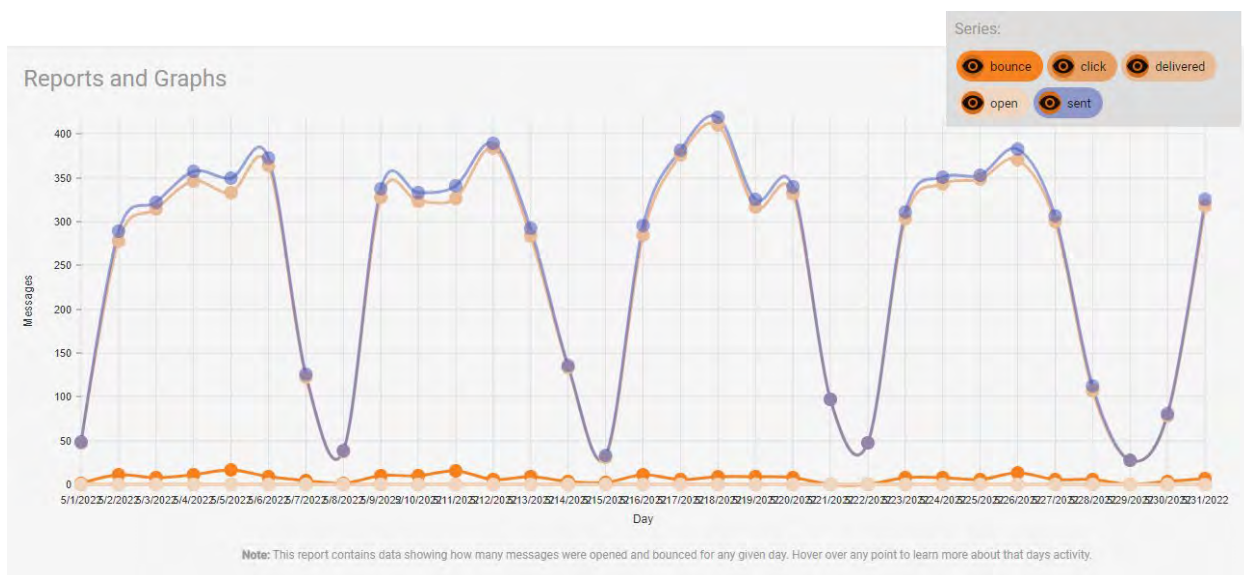| Month/Yr	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
December, 2021	417,626	94.01% (392,619)	0.19% (814)	0.01% (44)
January, 2022	400,681	96.40% (386,275)	0.12% (472)	0.01% (49)
February, 2022	406,965	97.18% (395,480)	0.38% (1,541)	0.01% (36)
March, 2022	410,446	97.03% (398,240)	0.15% (696)	0.01% (44)
April, 2022*	390,872	97.72% (381,971)	0.14% (563)	0.01% (43)
May, 2022	414,381	96.94% (401,701)	0.16% (663)	0.01% (41)

Phone Notice Tracking

Phone notifications are sent through the SWAN Notice Dialer as has been named internally by SWAN. This service is a contracted service with Unique and relies on their MessageBee voice delivery system.

Month	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
October	9,185	8,899	96.89%	286	3.11%
November	8,540	8,253	96.64%	287	3.36%

December	7,956	7,687	96.62%	265	3.33%
January	8,846	8,580	96.99%	266	3.01%
February	7,197	6,995	97.19%	201	2.79%
March	8,890	8,678	97.62%	212	2.38%
April	8,316	8,077	97.13%	239	2.87%
May	9,920	9,693	97.71%	227	2.29%

The success rate of these messages shows increase over time. This improvement is likely due to the increased reporting available through the MessageBee dashboard. The dashboard also provides activity patterns to show when our messages are sent with decreased Saturday and Sunday activity noted.

Note: This report contains data showing how many messages were opened and bounced for any given day. Hover over any point to learn more about that days activity.

SMS Notice Tracking

SMS text messages are routed to SirsiDynix as part of our annual maintenance agreement. Starting in April, these monthly statistics are being counted by message type. As noted in last month's Operations Report, there was a problem between May 11th and May 18th with delivery of these messages. This failure and lack of quick resolution has spurred active review of our notification messaging and delivery channels. The dramatic drop in successful delivery of these messages is due to this failure.

Month/Yr	Hold	Manual	Overdue	Total	Error Phone#	Error	Queued	Success %
April, 2022	31,773	38	37,147	68,958	200	1,661	599	96.43%
May, 2022	28,595	44	38,093	66,732	210	19,268	878	69.50%

As a trusted partner, we immediately turned to Unique to assist in a special email notification to all patrons impacted by this failure who had an email on record. This enabled us to contact 1,999 or approximately 2,500 impacted patrons who had email addresses in their patron records. Of those 1,999 only 13 emails failed resulting in a success delivery rate of 99.35%.

To further mitigate the problem for our patrons, any holds they had waiting were extended so that libraries could notify any patrons we were unable to contact through this special messaging.

Outage Tracking (since 1/1/2022)

Outages experienced during this time period are bolded. The entire BLUEcloud infrastructure was inaccessible for 3 ½ hours on May 27th. The Aspen Discovery index rebuild for the latest release resulted in some loss of functionality through the catalog (holds placement on some items).

Date	Approx Time	Time Elapsed (Min)	System	Planned?	Library Hours?	Reason/Impact
1/15/2022	11:05	5	Aspen Discovery	No	Yes	Aspen server slowness relating to CPU spikes. Suspected to be runaway harvest process affecting MySQL.
1/15/2022	11:05	5	Aspen Discovery	No	Yes	Aspen server restart following persistent CPU load spikes throughout the morning.
1/23/2022	18:38	5	Aspen Discovery	Yes	No	Planned system patching.
1/23/2022	18:49	5	Symphony	Yes	No	Planned system patching.
2/4/2022	2:30	5	Aspen Discovery	No	Yes	Aspen server restart following persistent CPU load spikes throughout the morning.
3/20/2022	19:06	20	Symphony	Yes	No	Planned system patching.
3/20/2022	19:06	20	Web Services	Yes	No	Planned system patching.
4/16/2022	21:00	2040	Symphony	Yes	No	Planned Symphony database rebuild during Easter holiday.
5/27/2022	**7:15**	**330**	**BLUEcloud**	**No**	**Yes**	**SirsiDynix BLUEcloud Service Outage (BcAnalytics, BcCore, BcMobile)**
6/7/2022	**22:10**	**1430**	**Aspen Discovery**	**Yes**	**Yes**	**Release update and reindex to prepare for more language filtering and preferences. Impact to holds placement through the catalog**

SWAN User Experience (Tara Wood)

User groups

Discovery and User Experience Advisory

The Discovery and User Experience Advisory Group met May 26th. Most of the meeting focused on an activity to better define development requests from the group around purchase suggestions, ISBNs in search results, and organizational features around staff-created lists and browse categories.

Aspen

The 22.06 release went live June 8th. This release included a major change to how records are grouped, separating grouped works based on language to pave the way for more personalization features for patrons and better results using the language facets. Tara and Scott extensively tested the record

grouping changes on our test environment, and we worked with ByWater to resolve several issues around the new grouping logic before it went live to production.

However, we ran into hiccups when the release went live on production and holds and formats were unavailable while a full reindex in Aspen index ran, which took 28 hours to complete. We know this was disruptive for library staff. Luckily, we were able to quickly identify and communicate the issue, and based on the lack of tickets throughout the day, we know that library staff were adequately informed of the problem. We don't anticipate another major disruptive release in the near future – this really was a major release!

Work on enhancements to Aspen's visual design, account features, and facets has resumed. ByWater developers are incorporating changes from the previous round of usability testing that SWAN conducted and building mockups around some specific search paths for additional testing. Tara will coordinate with ByWater to conduct another round of usability testing on mockups in July, most likely with library staff to dig into facet behaviors.

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

Curriculum development

Crystal completed a new course, [Patron Account Blocks & Notes](#). Crystal stretched her course design skills with this course, adding a video-game style quiz complete with an 8-bit soundtrack.

Group purchases

The deadline to sign up for the Comics Plus discount was June 15th, 2022. 12 libraries have signed up as of June 10th. More [information about the discount](#) is available on the SWAN support site.

Robin submitted the order for the SWAN EBSCO group purchase for the 84 participating libraries. Robin will provide any new links to libraries for new resources by the end of June.

Overdrive

Robin reached out to Overdrive to investigate moving our authentication to TLS encrypted SIP. Robin will work with Ian to implement this change in advance of the Overdrive IP changes.

Support site migration

Tara is working with Rudy to migrate our support site to Drupal 9. Rudy has set up a test site, and Tara completed the initial module installation to prepare for content migration. We're currently troubleshooting through the content migration process, after which Tara can complete theme development and begin re-building out areas of the site that cannot migrate, such as our member directory.

Trainings

Tara and Robin conducted a training on [Getting Started With Accessibility Testing.](#)

Operations Reports – Statistics, June 2022

Circulation Totals

The past reporting period brings good news. Monday, June 6, 2022, was the 3rd highest day of circulation since September 1, 2019, surpassed only by January 2, 2020, and the pre-pandemic surge on March 14, 2020.

Checkouts 9/1/2019 - 06/12/2022 [100 SWAN Libraries]
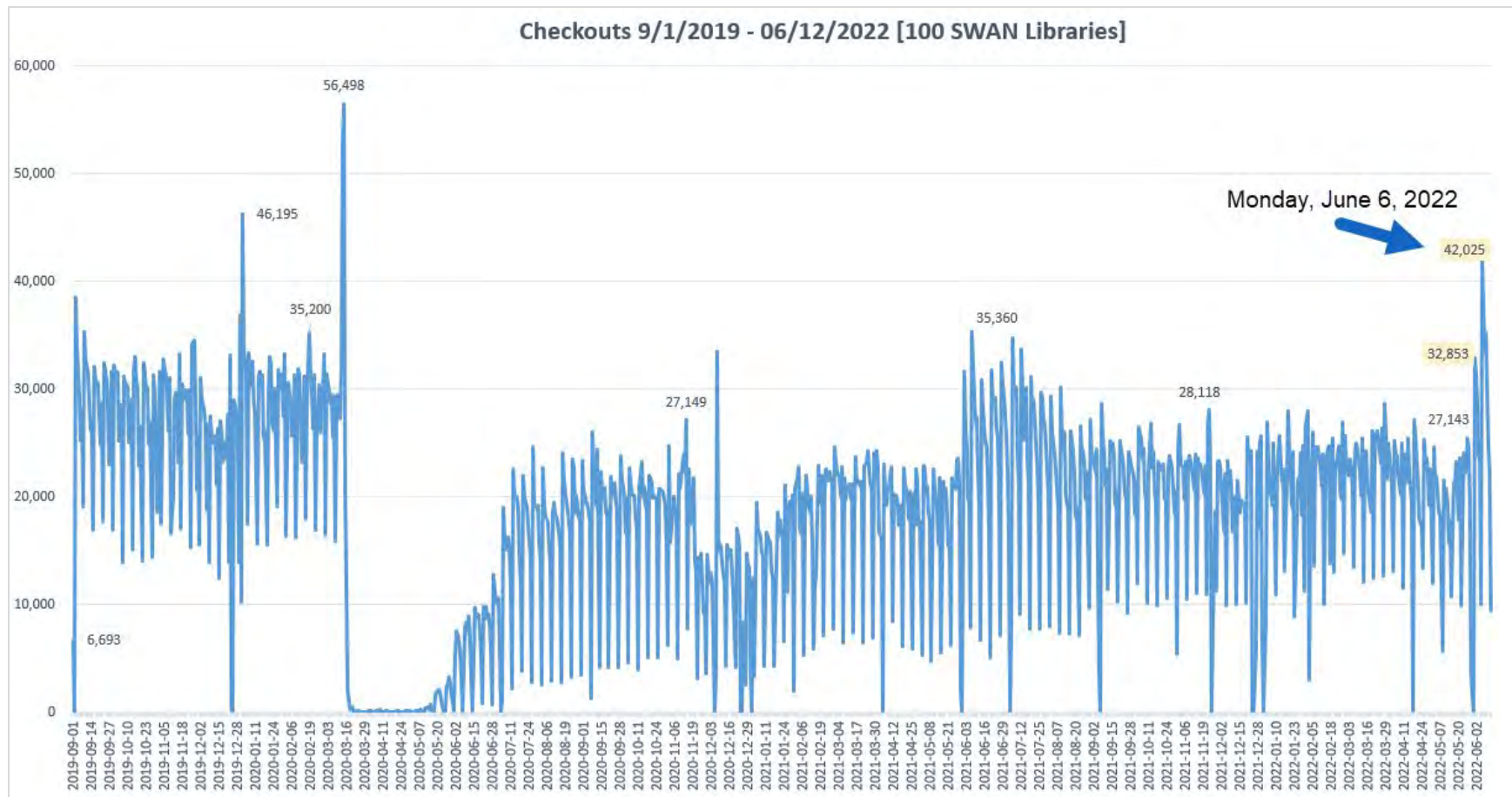
Comparing May 2019 pre-pandemic circulation (802,145) against May 2022 (579,288), we are at 72.2% of prior pre-pandemic numbers. April 2019 to 2022 comparison was 76.6%. Summer months June and July traditionally show peak circulation so the coming months will show if those trends continue and add momentum to continued circulation growth.

Circulation Snapshot 2019-Current
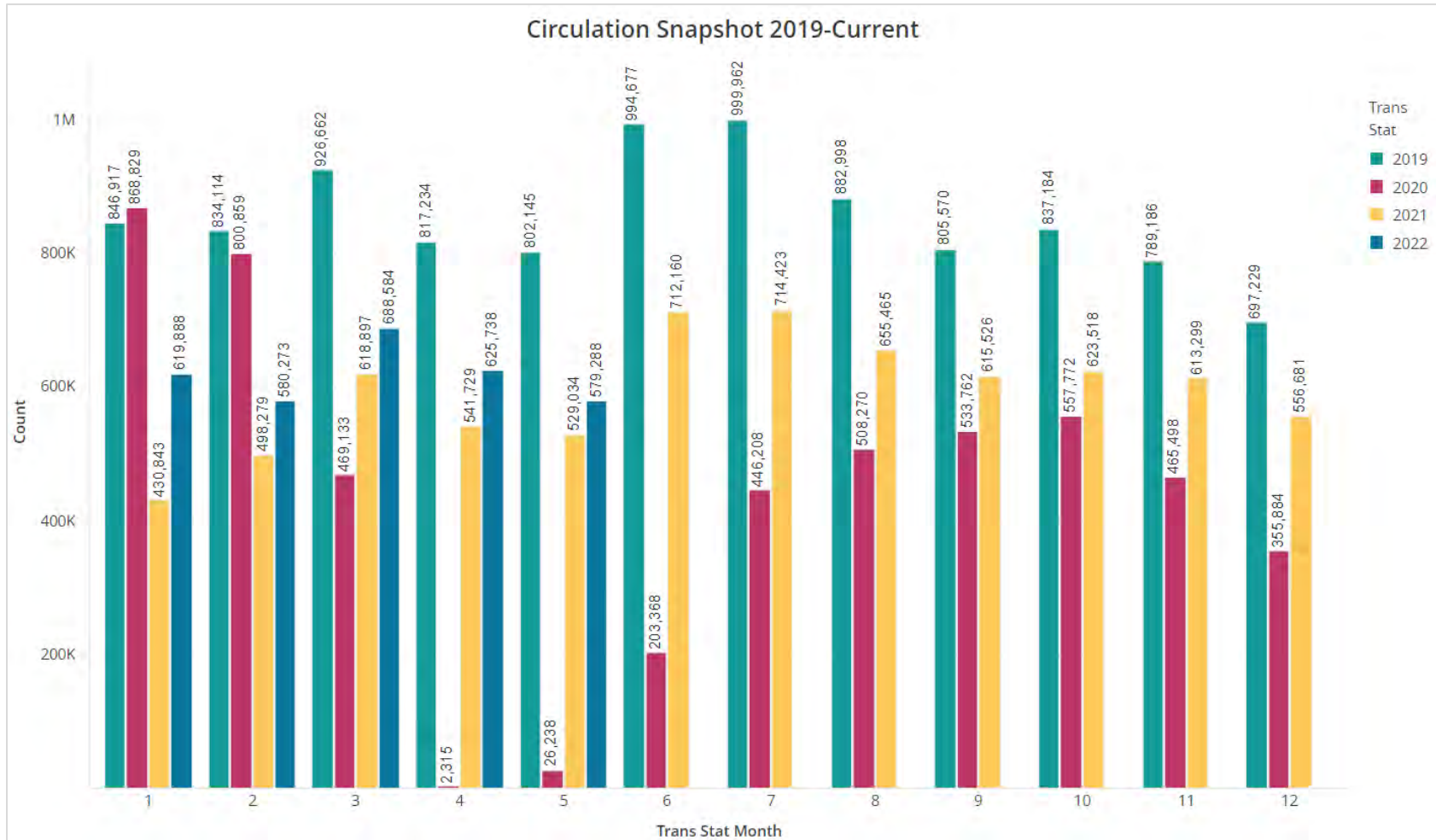
Holds

Holds placement and pick-up further declined in May 2022. This is a seasonal decline, likely due to increasing in-library visits as summer begins.

Trends in Holds, Feb 2020 - May 2022

Holds & Aspen

Ever increasing, 69% of all holds placed in the system are placed through Aspen. Approximately 10% are placed through BLUEcloud Mobile App. Enterprise placed holds show 6 holds placed – likely through testing at SirsiDynix as SWAN as disabled all Enterprise access.

Hold Client	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	21-Aug	21-Sep	21-Oct	21-Nov	21-Dec	Total	22-Jan	22-Feb	22-Mar	22-Apr	22-May
						2021								**2022**				
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	20,814	6
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	36,732	34,124
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	17,831	16,332
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	1,725	1,605
Unknown	0	30	16	23	166	9	143	22	29	0	3	28	469	11	0	0	0	3
Bookmyne	93	73	59	77	107	50	42	101	73	58	63	39	835	58	44	12	14	22
SIP2	1	6	2	3	0	3	3	4	2	7	0	0	31	0	0	0	0	0
BLUEcloud Circ	6	1	2	0	0	3	5	4	9	0	3	48	81	5	39	40	45	10
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	101,447	117,186
	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	178,608	169,288
% Placed by Patron	83%	82%	81%	81%	81%	79%	79%	79%	78%	80%	80%	81%	80.50%	82%	80%	80%	79%	80%
% mobile apps	8.80%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9.32%	9.16%	9.34%	9.66%	10.51%	10.96%	10.61%
% Placed in Aspen			1%	1%	1%	1%	9%	14%	15%	21%	35%	36%		39%	39%	48%	57%	69%
% Placed in Enterprise	74%	73%	71%	71%	71%	69%	60%	55%	54%	50%	37%	35%		33%	32%	21%	12%	0%

These statistics confirm that the migration to Aspen has completed!

Interface Used for Holds Placement
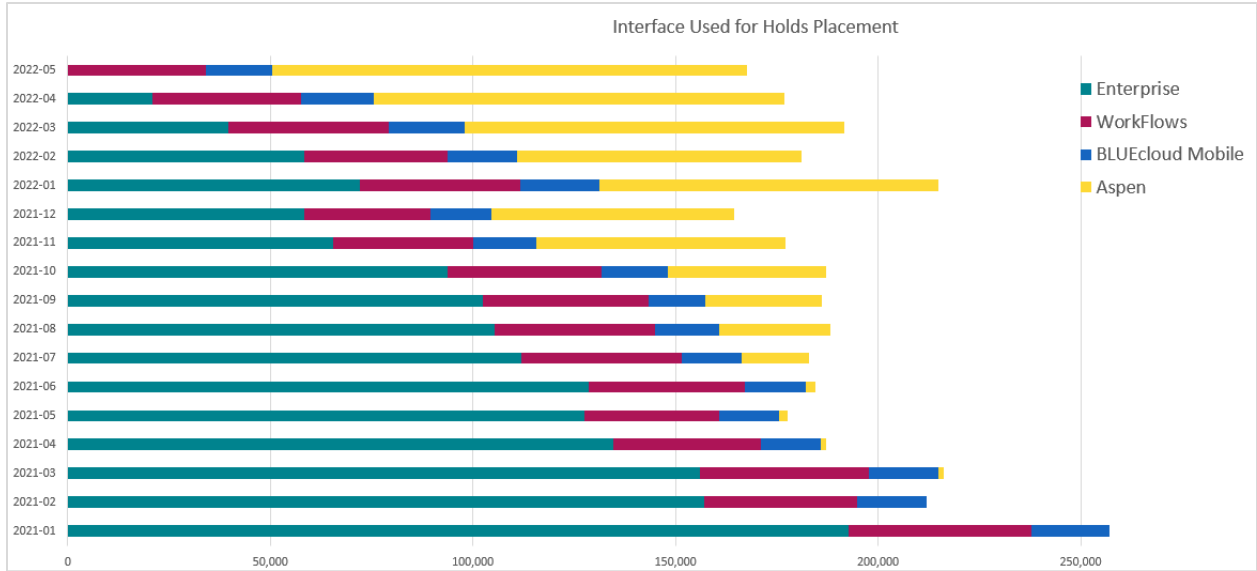
System-wide transits

In May 2022 we saw a decrease in transits of 9% compared to same period May 2019. As number of holds processed did not decline at the same rate, this drop may be related to more efficient holds management through Aspen.

Items Placed In Transit
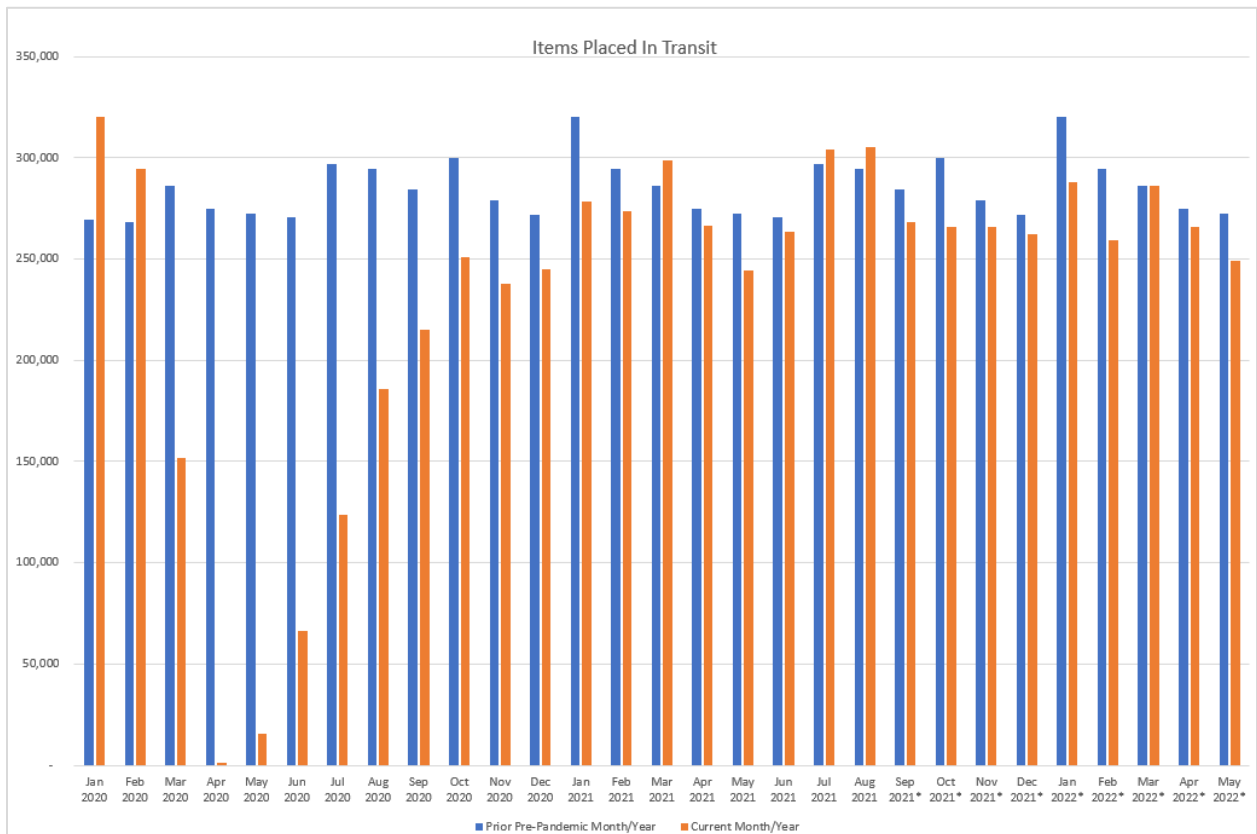
Correlation of hold filled to pickup library continues to be between 67-70% from October 2021 through May 2022. Consistently 2 out of every 3 items filling holds comes from a SWAN library different from the pick-up library.

OCLC Worldwide Resource Sharing

Resource sharing outside of SWAN dipped somewhat in April-May, 2022. This was due to the period of time when our OCLC holdings were being reset. Again, SWAN libraries lend outside our consortium at a 2:1 ratio.

Non-SWAN ILL 03/2019 - 05/2022
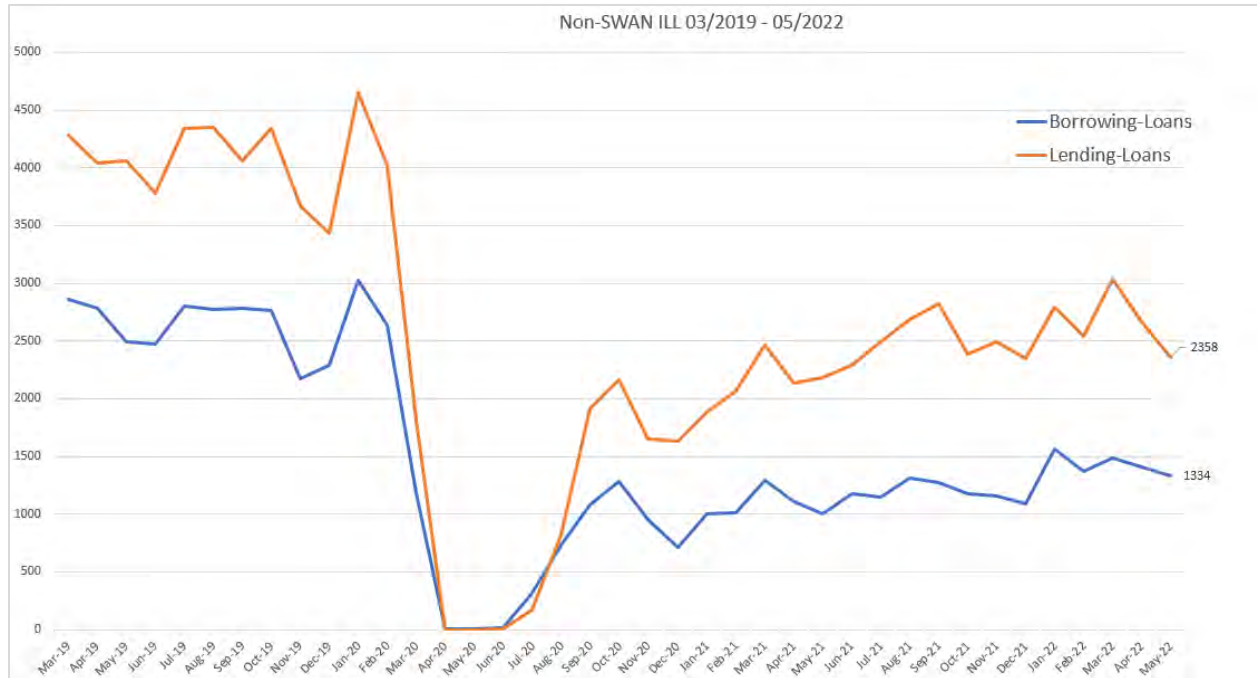
SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

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

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

SWAN Passport Program: Survey Results

The survey was highlighted at the SWAN Quarterly meeting on June 2, 2022.

We have received a request from SWAN member library staff to help facilitate a shared passport/connection program in September. The purpose would be to highlight the resource sharing of our SWAN consortium, encourage visiting local libraries, promote library card sign-up month, and feature your library's connection to community.

The theme for National Library Week 2022 (April) was "Connect with your Library." And the ALA theme for library card signup month in September is "Libraries Empower." The brainstorming group felt coordination with this theme fits nicely. Our working theme is "Libraries Empower Connection."

Similar programs have been successful that might provide some ideas.

- [Connecticut Libraries](#)

- [ATLAS geo-caching](#) – running from June 6- August 6, 2022

- [Pinnacle Library Road Trip 2019](#)

We'd like input from our SWAN Library Directors, as well as the primary person who would be the point person for this program. If this idea moves forward, library participation would be optional.

Completing this form is not a commitment to participate. We are trying to first gauge overall interest before next steps. Thank you!

Feel free to reach out to our brainstorming group too.

- [Jeanine Vaughn](#), Glen Ellyn Public Library

- [Sue Eckhardt](#), Calumet City Public Library

- [Jasmina Lapo](#), St. Charles Public Library

- [Natalie Starosta](#), North Riverside Public Library

- [Helen Pinder](#), SWAN

- [Crystal Vela](#), SWAN

Libraries interested in participating

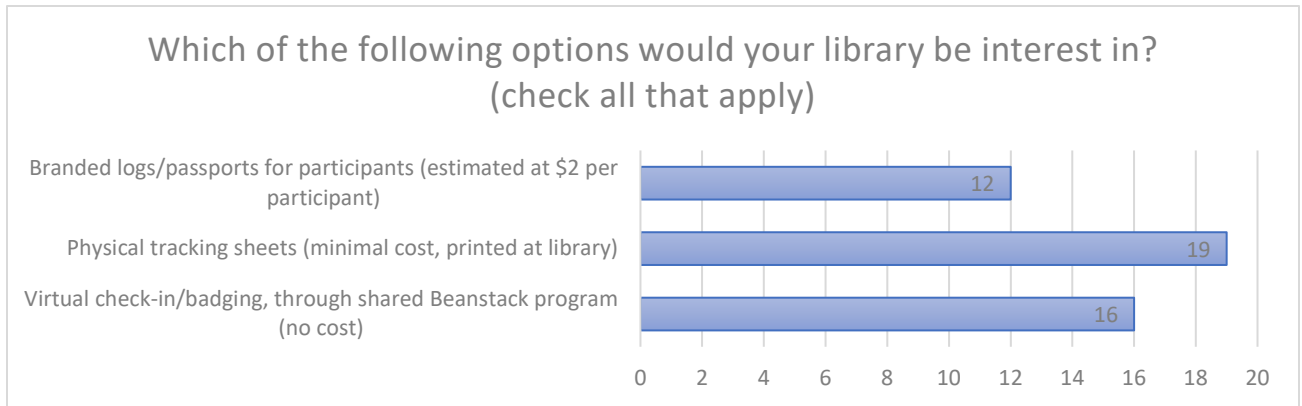| |
|---|
| 1.   Acorn Public Library District |
| 2.   Bensenville Community Public Library District |
| 3.   Bloomingdale Public Library |
| 4.   Blue Island Public Library |
| 5.   Downers Grove Public Library |
| 6.   Frankfort Public Library District |
| 7.   Glen Ellyn Public Library |
| 8.   Green Hills Public Library District |
| 9.   Kaneville Public Library District |
| 10. LaGrange Public Library |
| 11. Matteson Area Public Library District |
| 12. Melrose Park Public Library |
| 13. Midlothian Public Library |
| 14. North Riverside Public Library District |
| 15. Northlake Public Library District |
| 16. Palos Heights Public Library |
| 17. Roselle Public Library District |
| 18. Schiller Park Public Library |
| 19. South Holland Public Library |
| 20. Thomas Ford Memorial Library |
| 21. Town and Country Public Library District |

Comments from those indicating yes:

- We're already planning a passport program with Proviso area libraries for Sept and would love to network with other libraries planning similar card sign up events.
- We really like the concept, and what other library groups have done together and are interested in participating. One staffer here noted the theme 'Libraries Empower Connection" could be a little much from a patron perspective.
- I need more information before I fully commit to participating in this venture.
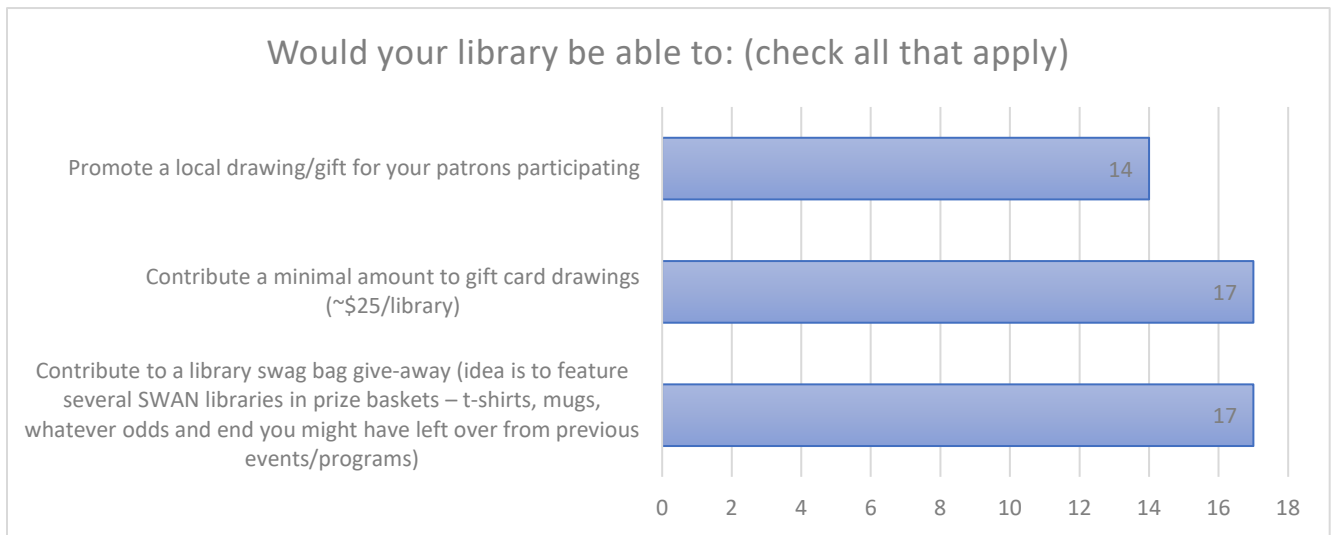- Sounds fun!

Comments from those indicating no:

- I am only saying no because Proviso Twnshp libraries are already doing something like this so it might be confusing to offer 2 different passport programs. Thanks for the idea! It's a good one and I support it, we just probably would not participate. -Kate
- "I chose "No" only because there is not enough information available for me to select "Yes." I'd have preferred an additional "Not Sure" or "Maybe" option.
- In order to discourage bias and solicit the most honest responses, I strongly suggest anonymous surveys be sent out to the membership in the future."

Which of the following options would your library be interest in? (check all that apply)
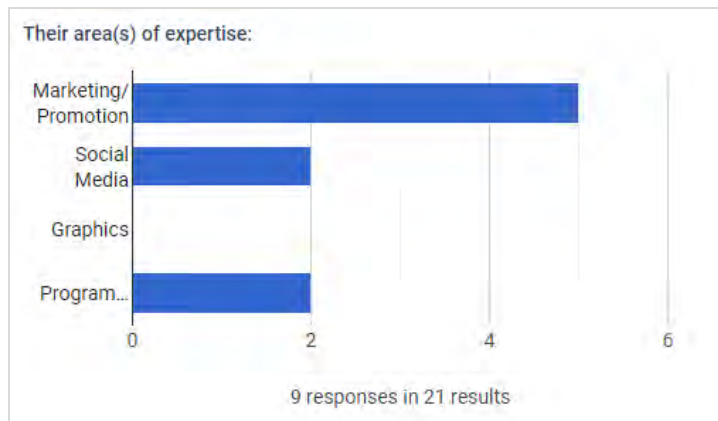
**Which of the following options would your library be interest in?
(check all that apply)**

Option	Value
Branded logs/passports for participants (estimated at $2 per participant)	12
Physical tracking sheets (minimal cost, printed at library)	19
Virtual check-in/badging, through shared Beanstack program (no cost)	16

11 libraries indicated all three options

Would your library be able to: (check all that apply)

Would your library be able to: (check all that apply)

Option	Value
Promote a local drawing/gift for your patrons participating	14
Contribute a minimal amount to gift card drawings (~$25/library)	17
Contribute to a library swag bag give-away (idea is to feature several SWAN libraries in prize baskets – t-shirts, mugs, whatever odds and end you might have left over from previous events/programs)	17

12 libraries indicated all three contributions

Their area(s) of expertise:

Marketing/Promotion — (bar extending to ~5)
Social Media — (bar extending to ~2)
Graphics — (no bar)
Program... — (bar extending to ~2)

9 responses in 21 results

Questions for SWAN Board discussion

1. Should this idea move forward with the 21 libraries interested?
2. Do you feel SWAN staff should play a role for coordinating the program meeting and planning, as well as helping with promotion in user events. Do you want SWAN staff to play a more leadership role with this program?
3. Does this hit an area of the strategic plan that we have not otherwise addressed (Collective Identity)?
4. Do members feel a connection to SWAN as a collaborative consortium that they want to explore further?
5. Are there other areas where our libraries could be working more closely in support and sharing resources that SWAN could help facilitate?
6. How do we build capacity for our members to lead collaboratively efforts, with SWAN serving in a support role?