

# SWAN BOARD MEETING AGENDA

July 15, 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 July 15, 2022 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JULY 15, 2022 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Appointment of SWAN Board Officers and Committee Members (Exhibit pg. 3)
5. Action Item – Approval of SWAN Financials, June 2022 (Exhibit pgs. 4-14)

- a. Balance sheet and detail of expenditures for June 2022
- b. Approval of the payment of bills for June 1, 2022 through June 30, 2022 in the amount of \$286,819.81

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JUNE 1 THROUGH JUNE 30, 2022 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR JUNE 2022

6. Action Item – Acceptance of the June 17, 2022 SWAN Board Meeting Minutes (Exhibit pgs. 15-18)

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

7. Reports
  - a. Board President Report
  - b. Executive Director Report (Exhibit pgs. 19-28)
  - c. Operations Report (Exhibit pgs. 29-68)
  - d. Treasurer Report

e. Board Calendar (Exhibit pgs. 69-71)

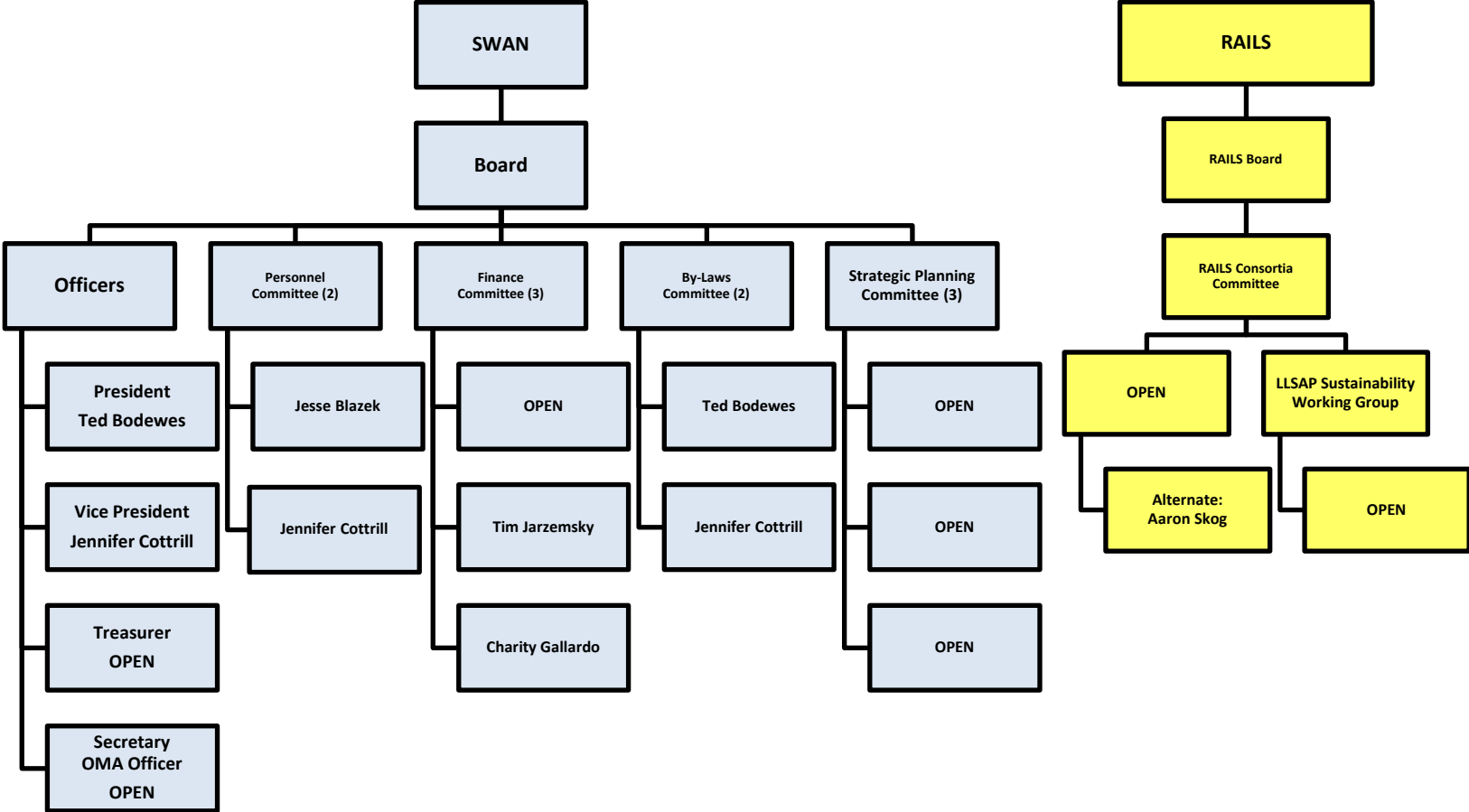
8. Action Item – Approve SWAN Board meeting calendar (Exhibit pg. 72)
9. Discussion Item—RAILS LLSAP Sustainability Working Group memo (Exhibit pgs. 73-74)
10. Discussion Item—SWAN proposal on MessageBee service with Unique Management Services
11. Discussion Item – SWAN Quarterly meeting, September 1, 2022 agenda topics (Exhibit pgs. 84-85)
12. Adjournment

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

<b>SWAN Board Member</b>	<b>Library</b>	<b>Office</b>	<b>Term Expires</b>
Ted Bodewes	Thomas Ford Memorial Library		July 1, 2023
Jennifer Cottrill	Midlothian Public Library		July 1, 2023
Charity Gallardo	La Grange Public Library		July 1, 2024
Tim Jarzemsky	Bloomindale Public Library		July 1, 2024
Anna Wassenaar	Blue Island Public Library		July 1, 2025
Colleen Waltman	Homewood Public Library		July 1, 2025
Jesse Blazek	Palos Heights Public Library		July 1, 2025

# SWAN Board Officers & Representation on Committees

July 1, 2021 – June 30, 2022



SWAN Library Services  
Balance Sheet  
As of June 30, 2022

	<u>Balance End of Month</u>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 958,146.47
Hinsdale Bank - MM - 5010	985,656.56
Propay Funds	<u>\$ 42.86</u>
Total Cash and Cash Equivalents	<u>\$ 1,943,845.89</u>
Current Assets	
Accounts Receivable	18,973.01
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	686,949.16
Spares Inventory	<u>1,732.50</u>
Total Current Assets	<u>\$ 731,121.75</u>
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	<u>(346,583.95)</u>
Total Capital Assets, net	<u>\$ 21,194.91</u>
Total Assets	<u>\$ 2,696,162.55</u>
<b>LIABILITIES</b>	
Current Liabilities	
Deferred Revenue	\$ 1,819.50
Deferred Revenue - MAGIC Fee Supplement	41,108.00
Grant	
Accrued Payroll	40,906.76
Compensated Absences	108,060.39
Lease Payable	<u>39,788.11</u>
Total Current Liabilities	<u>\$ 231,682.76</u>
Long Term Liabilities	
Total Liabilities	<u>\$ 231,682.76</u>
<b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	<u>2,237,560.37</u>
Total Beginning Net Assets	<u>2,262,362.37</u>
Current YTD Net Income	<u>202,117.42</u>
Total Fund Balance	<u>2,464,479.79</u>
Total Liabilities and Fund Balances	<u><u>\$ 2,696,162.55</u></u>

**Statement of Revenue and Expenses Summary**  
**For the 12 Months Ended June 30, 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>
<b>Revenue</b>					
4000 - Membership Fees	\$3,721.34	\$2,933,723.37	\$2,921,563.44	\$ (12,159.93)	100.42%
4100 - Membership Reimbursements	(2,853.00)	445,062.24	463,984.00	18,921.76	95.92%
4200 - Reimbursement for Losses	-	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	906.03	2,483.61	2,000.00	(483.61)	124.18%
4600 - Reserve Fund Transfer	-	-	90,000.00	90,000.00	0.00%
<b>Total Revenue</b>	<u>5,841.34</u>	<u>3,981,624.59</u>	<u>4,042,804.44</u>	<u>61,179.85</u>	<u>98.49%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	99,964.72	1,390,551.14	1,546,800.00	156,248.86	89.90%
5020 - Personnel Benefits	30,277.49	423,533.70	500,000.00	76,466.30	84.71%
5100 - Building & Grounds	10,542.19	137,130.18	125,854.00	(11,276.18)	108.96%
5200 - Professional Development	131.93	5,345.76	16,200.00	10,854.24	33.00%
5300 - Membership Development	30.65	538.57	2,000.00	1,461.43	26.93%
5400 - Information & Technology Services	13,088.51	1,214,686.35	1,267,800.00	53,113.65	95.81%
5500 - General Office	104.97	2,798.78	3,000.00	201.22	93.29%
5600 - Hardware & Equipment	212.65	3,128.72	4,700.00	1,571.28	66.57%
5700 - Insurance	-	11,188.03	9,400.00	(1,788.03)	119.02%
5800 - Contractual Services	8,387.95	84,766.26	103,060.00	18,293.74	82.25%
5900 - Library Materials & Content	3,185.11	500,607.41	497,250.00	(3,357.41)	100.68%
6000 - Interest & Fees	350.02	5,232.27	3,740.00	(1,492.27)	139.90%
6100 - Other Expenses	-	-	4,522.00	4,522.00	0.00%
<b>Total Expenses</b>	<u>166,276.19</u>	<u>3,779,507.17</u>	<u>4,084,326.00</u>	<u>304,818.83</u>	<u>92.54%</u>
<b>Excess Revenues less Expenses</b>	<u>\$ (160,434.85)</u>	<u>\$ 202,117.42</u>	<u>\$ (41,521.56)</u>	<u>\$ (243,638.98)</u>	

## Statement of Revenue and Expenses For the 12 Months Ended June 30, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 3,721.34	\$ 2,930,084.37	\$ 2,917,863.44	\$ (12,220.93)	100.42%
4011 - SWAN Internet Access Membership Fees	0.00	3,639.00	3,700.00	61.00	98.35%
4190 - Member Group Purchase Receipts	(2,853.00)	445,062.24	463,984.00	18,921.76	95.92%
4220 - Reimbursement Losses for Resource Sharing	0.00	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	4,066.97	12,633.21	11,666.00	(967.21)	108.29%
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	906.03	2,483.61	2,000.00	(483.61)	124.18%
4600 - Reserve Fund Transfer	0.00	0.00	90,000.00	90,000.00	0.00%
<b>Total Revenue</b>	<b>5,841.34</b>	<b>3,981,624.59</b>	<b>4,042,804.44</b>	<b>61,179.85</b>	<b>98.49%</b>
<b>Expenses</b>					
5000 - Salaries & Wages	99,964.72	1,390,551.14	1,546,800.00	156,248.86	89.90%
5021 - FICA Expense	7,337.93	101,675.22	118,400.00	16,724.78	85.87%
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	9,403.10	131,563.63	140,900.00	9,336.37	93.37%
5025 - Health, Dental, Life And Disability Insurance	13,536.46	192,341.12	234,600.00	42,258.88	81.99%
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	9,774.34	125,320.78	110,104.00	(15,216.78)	113.82%
5120 - Utilities	507.85	6,673.65	5,700.00	(973.65)	117.08%
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	260.00	3,380.00	9,000.00	5,620.00	37.56%
5220 - Staff Meetings	131.93	729.88	600.00	(129.88)	121.65%
5230 - Staff Professional Development	0.00	2,166.70	8,800.00	6,633.30	24.62%
5240 - Professional Association Membership Dues	0.00	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	30.65	538.57	800.00	261.43	67.32%
5350 - Marketing & Promotional Material	0.00	0.00	1,200.00	1,200.00	0.00%
5410 - Infrastructure Licensing	(5,475.03)	0.00	0.00	0.00	0.00%
5420 - Application Software Licensing	2,149.09	17,953.83	22,000.00	4,046.17	81.61%
5430 - Server Software Licensing	6,713.58	84,947.81	62,000.00	(22,947.81)	137.01%
5440 - Library Services Platform	7,000.00	979,607.73	1,036,800.00	57,192.27	94.48%
5450 - Data Management Services	609.78	29,321.19	27,500.00	(1,821.19)	106.62%
5460 - Information Subscription Service	0.00	65,931.49	76,600.00	10,668.51	86.07%
5470 - Subscription Support Services	556.25	11,458.05	9,900.00	(1,558.05)	115.74%
5480 - Telecommunications	1,094.84	16,146.25	20,400.00	4,253.75	79.15%
5490 - Group Purchases - Services	440.00	9,320.00	12,600.00	3,280.00	73.97%
5510 - Office Supplies	14.99	2,121.91	1,500.00	(621.91)	141.46%
5520 - Postage	0.00	496.92	1,500.00	1,003.08	33.13%
5599 - Annual Conference Supplies	89.98	179.95	0.00	(179.95)	0.00%
5610 - Equipment Rental/Maintenance	212.65	2,452.05	3,700.00	1,247.95	66.27%
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	4,430.00	18,130.00	17,560.00	(570.00)	103.25%
5830 - Consulting	0.00	38,885.00	38,000.00	(885.00)	102.33%
5840 - Payroll Service Fees	319.18	4,711.01	3,600.00	(1,111.01)	130.86%

**Statement of Revenue and Expenses  
For the 12 Months Ended June 30, 2022**

	<b>Month-to-Date Actual</b>	<b>Year-to-Date Actual</b>	<b>Annual Budget</b>	<b>Remaining Budget</b>	<b>% Collected Expended</b>
5850 - Contractual Agreements	0.00	2,000.00	0.00	(2,000.00)	0.00%
5860 - Notification & Collection	3,638.77	21,040.25	38,000.00	16,959.75	55.37%
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	3,185.11	11,489.50	11,666.00	176.50	98.49%
5990 - Group Purchases - Content	0.00	435,775.18	450,584.00	14,808.82	96.71%
6010 - Bank Fees	350.02	4,744.98	3,700.00	(1,044.98)	128.24%
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%
<b>Total Expenses</b>	<u>166,276.19</u>	<u>3,779,507.17</u>	<u>4,084,326.00</u>	<u>304,818.83</u>	<u>92.54%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ (160,434.85)</u>	 <u>\$ 202,117.42</u>	 <u>\$ (41,521.56)</u>	 <u>\$ (243,638.98)</u>	

# SWAN Library Services

## Check Register

All Bank Accounts

June 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
Acorn Public Library				8913	06/14/22	<u>70.55</u>
5940	E-Commerce Payment Transactions	Acorn Public Library	70.55			
Batavia Public Library				8914	06/14/22	<u>105.41</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	105.41			
Berkeley Public Library				8915	06/14/22	<u>20.34</u>
5940	E-Commerce Payment Transactions	Berkeley Public Library	20.34			
Berwyn Public Library				8916	06/14/22	<u>111.69</u>
5940	E-Commerce Payment Transactions	Berwyn Public Library	111.69			
Bloomington Public Library				8917	06/14/22	<u>28.21</u>
5940	E-Commerce Payment Transactions	Bloomington Public Library	28.21			
Blue Island Public Library				8918	06/14/22	<u>46.47</u>
5940	E-Commerce Payment Transactions	Blue Island Public Library	46.47			
Carol Stream Public Library				8919	06/14/22	<u>20.44</u>
5940	E-Commerce Payment Transactions	Carol Stream Public Library	20.44			
Chicago Heights Public Library				8920	06/14/22	<u>12.65</u>
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	12.65			
Clarendon Hills Public Library				8921	06/14/22	<u>28.61</u>
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	28.61			
Crestwood Public Library District				8922	06/14/22	<u>18.75</u>
5940	E-Commerce Payment Transactions	Crestwood Public Library District	15.04			
5940	E-Commerce Payment Transactions	Crestwood Public Library District	3.71			
Crete Public Library District				8923	06/14/22	<u>7.89</u>
5940	E-Commerce Payment Transactions	Crete Public Library District	7.89			
Elmwood Park Public Library				8924	06/14/22	<u>111.07</u>
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	111.07			



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All Bank Accounts

June 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Flossmoor Public Library 5940	E-Commerce Payment Transactions	Flossmoor Public Library	21.68	8925	06/14/22	<u>21.68</u>
Forest Park Public Library 5940	E-Commerce Payment Transactions	Forest Park Public Library	21.76	8926	06/14/22	<u>21.76</u>
Geneva Public Library District 5940	E-Commerce Payment Transactions	Geneva Public Library District	165.88	8927	06/14/22	<u>165.88</u>
Glen Ellyn Public Library 5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	43.68	8928	06/14/22	<u>43.68</u>
Glenside Public Library 5940	E-Commerce Payment Transactions	Glenside Public Library	101.37	8929	06/14/22	<u>101.37</u>
Grande Prairie Public Library 5940	E-Commerce Payment Transactions	Grande Prairie Public Library	26.67	8930	06/14/22	<u>26.67</u>
Green Hills Public Library District 5940	E-Commerce Payment Transactions	Green Hills Public Library District	43.38	8931	06/14/22	<u>43.38</u>
Hinsdale Public Library 5940	E-Commerce Payment Transactions	Hinsdale Public Library	21.65	8932	06/14/22	<u>21.65</u>
Hodgkins Public Library District 5940	E-Commerce Payment Transactions	Hodgkins Public Library District	17.01	8933	06/14/22	<u>17.01</u>
Itasca Community Library 5940	E-Commerce Payment Transactions	Itasca Community Library	52.21	8934	06/14/22	<u>52.21</u>
Lansing Public Library 5940	E-Commerce Payment Transactions	Lansing Public Library	58.39	8935	06/14/22	<u>58.39</u>
Linda Sokol Francis Brookfield Library 5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	16.06	8936	06/14/22	<u>16.06</u>

# SWAN Library Services

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All Bank Accounts

June 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Markham Public Library 5940	E-Commerce Payment Transactions	Markham Public Library	6.56	8937	06/14/22	<u>6.56</u>
Messenger Public Library of North Aurora 5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	33.29	8938	06/14/22	<u>33.29</u>
Oak Brook Public Library 5940	E-Commerce Payment Transactions	Oak Brook Public Library	119.11	8939	06/14/22	<u>119.11</u>
Oak Lawn Public Library 5940	E-Commerce Payment Transactions	Oak Lawn Public Library	95.71	8940	06/14/22	<u>95.71</u>
Oak Park Public Library 5940	E-Commerce Payment Transactions	Oak Park Public Library	526.38	8941	06/14/22	<u>526.38</u>
Park Forest Public Library 5940	E-Commerce Payment Transactions	Park Forest Public Library	73.52	8942	06/14/22	<u>73.52</u>
River Forest Public Library 5940	E-Commerce Payment Transactions	River Forest Public Library	25.57	8943	06/14/22	<u>25.57</u>
Roselle Public Library 5940	E-Commerce Payment Transactions	Roselle Public Library	49.34	8944	06/14/22	<u>49.34</u>
scd 5940	E-Commerce Payment Transactions	scd	739.98	8945	06/14/22	<u>739.98</u>
St. Charles Public Library District 5940	E-Commerce Payment Transactions	To VOID ck 8945	-739.98	8945	06/14/22	<u>(739.98)</u>
Schiller Park Public Library 5940	E-Commerce Payment Transactions	Schiller Park Public Library	17.01	8946	06/14/22	<u>17.01</u>
Sugar Grove Public Library District 5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	113.72	8947	06/14/22	<u>113.72</u>

# SWAN Library Services

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All Bank Accounts

June 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
University Park Public Library District				8948	06/14/22	<u>15.34</u>
5940	E-Commerce Payment Transactions	University Park Public Library District	15.34			
Villa Park Public Library				8949	06/14/22	<u>119.00</u>
5940	E-Commerce Payment Transactions	Villa Park Public Library	119.00			
Westmont Public Library				8950	06/14/22	<u>55.15</u>
5940	E-Commerce Payment Transactions	Westmont Public Library	55.15			
Woodridge Public Library				8951	06/14/22	<u>23.61</u>
5940	E-Commerce Payment Transactions	Woodridge Public Library	23.61			
Bellwood Public Library				8952	06/15/22	<u>181.73</u>
4220	Reimbursement Losses for Resource Sharing	Bellwood Public Library - check #28048 was overpaid - issue pymt	181.73			
Claudia Nickson				8953	06/15/22	<u>30.65</u>
5310	Travel Reimbursement	Claudia Nickson - 2 trips - OLS, DGS	30.65			
Comcast				8954	06/15/22	<u>759.95</u>
5480	Telecommunications	Comcast - 6/1/22-6/30/22	759.95			
Dolton Public Library District				8955	06/15/22	<u>34.00</u>
4220	Reimbursement Losses for Resource Sharing	Dolton Public Library District - check #2567 overpaid by \$34.00 FY22	34.00			
EBSCO Information Services				8956	06/15/22	<u>231,495.96</u>
1400	Prepaid Expenses	EBSCO - OpenAthens	61,526.00			
1400	Prepaid Expenses	EBSCO- Novelist Select	55,533.96			
1400	Prepaid Expenses	EBSCO Discovery Service Integration	114,436.00			
ICS Learning Group				8957	06/15/22	<u>1,948.50</u>
1400	Prepaid Expenses	ICS Learning Group software sub. Articulate360	1,948.50			

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All Bank Accounts

June 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Lauterbach & Amen, LLP				8958	06/15/22	<u>1,030.00</u>
5820	Accounting	Lauterbach & Amen, LLP - May acctg. service	1,030.00			
LIMRICC				8959	06/15/22	<u>16,832.53</u>
5025	Health, Dental, Life And Disability Insurance	LIMRICC - June 2022	16,832.53			
Marcive, Inc.				8960	06/15/22	<u>609.78</u>
5450	Data Management Services	Marcive, Inc. authority processing - May 2022	609.78			
Seldon Fox				8961	06/15/22	<u>3,400.00</u>
5820	Accounting	Seldon Fox - final bill for FY21 Audit	3,400.00			
Unique Integrated Communications, Inc.				8962	06/15/22	<u>4,078.77</u>
5490	Group Purchases - Services	Unique Integrated Communications, Inc. - curbside comm. June	440.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - notices	2,888.77			
5860	Notification & Collection	Unique Integrated Communications, Inc. messagebee	750.00			
Wellness Insurance Network-WIN				8963	06/15/22	<u>161.50</u>
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN Life Insurance	161.50			
St. Charles Public Library District				8964	06/15/22	<u>739.98</u>
5940	E-Commerce Payment Transactions	St. Charles Public Library District	739.98			
ByWater Solutions				8965	06/16/22	<u>7,000.00</u>
5440	Library Services Platform	ByWater Solutions - Aspen:4041	7,000.00			
Nicor Gas				8966	06/16/22	<u>51.92</u>
5120	Utilities	Nicor Gas 5/16 - 6/15/22	51.92			
Reliance Standard Life Insurance Co.				8967	06/16/22	<u>841.03</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co.	841.03			

# SWAN Library Services

## Check Register

All Bank Accounts

June 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
First Bankcard				50165	06/14/22	<u>2,755.28</u>
5420	Application Software Licensing	First Bankcard - Last Pass 4/25	1,407.60			
5430	Server Software Licensing	First Bankcard - Microsoft Azure Reservations 4/19	847.56			
5430	Server Software Licensing	First Bankcard - Microsoft Azure support 4/20	100.00			
5430	Server Software Licensing	First Bankcard - Microsoft Reservations - 4/24	53.25			
5470	Subscription Support Services	First Bankcard - GoTo Technologies meeting/webinar 4/20	100.00			
5470	Subscription Support Services	First Bankcard - GoTo Technologies Rescue Assist 5/17	110.00			
5480	Telecommunications	First Bankcard - Grasshopper 4/25	46.89			
5599	Annual Conference Supplies	First Bankcard - EXPO Prizes- Amazon - 4/18	89.98			
First Bankcard				50166	06/14/22	<u>931.06</u>
5430	Server Software Licensing	First Bankcard - Microsoft active dir. premium 5/3	18.00			
5430	Server Software Licensing	First Bankcard - Microsoft active dir. basic 5/3	24.00			
5430	Server Software Licensing	First Bankcard - Microsoft 5/3	22.50			
5430	Server Software Licensing	First Bankcard - Microsoft Reserved VM instance 5/3	4.41			
5430	Server Software Licensing	First Bankcard - Microsoft Reserved VM instance 5/3	168.83			
5470	Subscription Support Services	First Bankcard - Twilio Sendgrid 5/4	346.25			
5480	Telecommunications	First Bankcard - Microsoft domestic calling 5/3	288.00			
5510	Office Supplies	First Bankcard - amazon Prime (ordered by mistake -cr next statement) 5/15	14.99			
5610	Equipment Rental/Maintenance	First Bankcard - Genesis b/w copies 4/29	84.30			
6010	Bank Fees	First Bankcard - late fee reversed 5/18	-35.00			
6010	Bank Fees	First Bankcard - finance charge reversed 5/18	-5.22			
First Bankcard				50167	06/14/22	<u>873.42</u>
5220	Staff Meetings	First Bankcard - Lunch for Staff 5/4	131.93			

## SWAN Library Services

### Check Register

All Bank Accounts

June 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5420	Application Software Licensing	First Bankcard - Mailchimp Monthly 5/10	42.49			
5420	Application Software Licensing	First Bankcard - directvotlive 5/4	165.00			
5420	Application Software Licensing	First Bankcard - myDirectvote 5/6	534.00			
T.A. Systems Inc.				50168	06/27/22	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. QR Cleaning May 2022	260.00			
Quail Ridge Drive Investors, LLC				50169	06/27/22	<u>9,774.34</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - July 2022	9,774.34			
ComEd				50170	06/27/22	<u>455.93</u>
5120	Utilities	ComEd 5/18/22 - 6/1/22	455.93			
Genesis Technologies, Inc.				50171	06/21/22	<u>128.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. monthly lease pymt	128.35			
<b>Check List Total</b>						<u><u>286,819.81</u></u>

# SWAN Board Meeting Minutes

June 17, 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 9:30 a.m. The following Board members were present to establish a quorum.

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

## 2. Introduction of Visitors/Public Comment

Aaron Skog – Executive Director – SWAN

Dawne Tortorella – Assistant Director - SWAN

Ginny Blake – Business Manager – SWAN

Julie Milavec – Library Director – Downers Grove Public Library

Colleen Waltman – Library Director – Homewood Public Library

Anna Wassenaar – Library Director – Blue Island Public Library

No public comment

## 3. Action Item

Acceptance of the June 17, 2022, SWAN Board Meeting Agenda

Bussey moved, seconded by Jenkins that it be

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

Motion carried unanimous voice vote:

## 4. Action Item

Approval of SWAN Financials May 2022

Bussey moved, seconded by Cottrill that it be

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

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

**5. Action Item**

Acceptance of the May 20, 2022, SWAN Board Meeting Minutes

Jenkins moved, seconded by Cottrill that it be:

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

Motion carried by unanimous voice vote

**6. Reports**

a. Board President Report

Bodewes thanked Dawn Bussey & Jane Jenkins for their service as SWAN board members. The Board will be replacing Bussey & Jenkins with the newly elected board members which will tentatively be held at Midlothian Public Library in July.

b. Executive Director Report

Skog gave an update on SWAN Activities as presented in the Executive Director Report: The Internal work that he has been doing on Steven Schlewitt's departure. Skog & Tortorella will revise the position description and plan to have a replacement by September. Skog also touched on Robin Hofstetter's letter of resignation. Skog went into detail on the HTML notice & text notification with Unique Management's MessageBee service. An update on the QR office lease was shared and the options available to SWAN on the lease were noted.

c. Operations Report

Presented as reported

Treasurer Report



Bussey thanked the SWAN board members and enjoined her time on the SWAN Board.

- d. Board Calendar  
Reviewed as presented.

- 7. **Action Item** - Write-off allowance doubtful accounts balance  
The Harvey Public Library District's EBSCO fees for FY22 (\$2,853.00) will be written off.

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

- 8. **Action Item** - Approve salary increase for SWAN Executive Director  
The SWAN Board agreed and approved a 5% increase for the Executive Director for FY23.

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

- 9. **Discussion Item** - SWAN Passport Program  
A discussion on the Passport program was discussed and is in the initial stages amongst the Board members. The consensus was to move forward with the program idea with it being library lead and with a goal to have information about the program ready for National Library Week, April 2023.

- 10. **Adjournment**  
Bodewes adjourned the meeting at 10:58 a.m.

Minutes Prepared by Ginny  
Blake

Respectfully Submitted,

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Jane Jenkins

Board Secretary

DRAFT

# SWAN Executive Director Report

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*July 15, 2022*

## Update on Activities

### **Electronic Resource Consultant Departure**

The departure of Robin Hofstetter was announced at the June 23<sup>rd</sup> E-Resource Advisory meeting, and the following week at the June 28<sup>th</sup> Fireside chat. This position is now posted along with the IT & System Support Manager position. I anticipate the position being filled by September 2022.

### **Data Visualization Maps: GIS Research**

Last month I shared that 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. We have continued to work with Mike on creating a GIS map for SWAN libraries, starting with compiling a data exchange portal for SWAN and Mike to securely send information. Dawne has requested software costs from the ArcGIS software provider, based on Mike Kamin's recommendations. I will provide a proposal for the SWAN Board to see what sort of interactive maps could be created using SWAN user and item data, and what the cost of the GIS interactive maps would be. 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 have included for this month's board agenda an overview of the current notification system used by SWAN, and what it could look like if we contracted with Unique Management for its MessageBee service.

### **Office Lease Research**

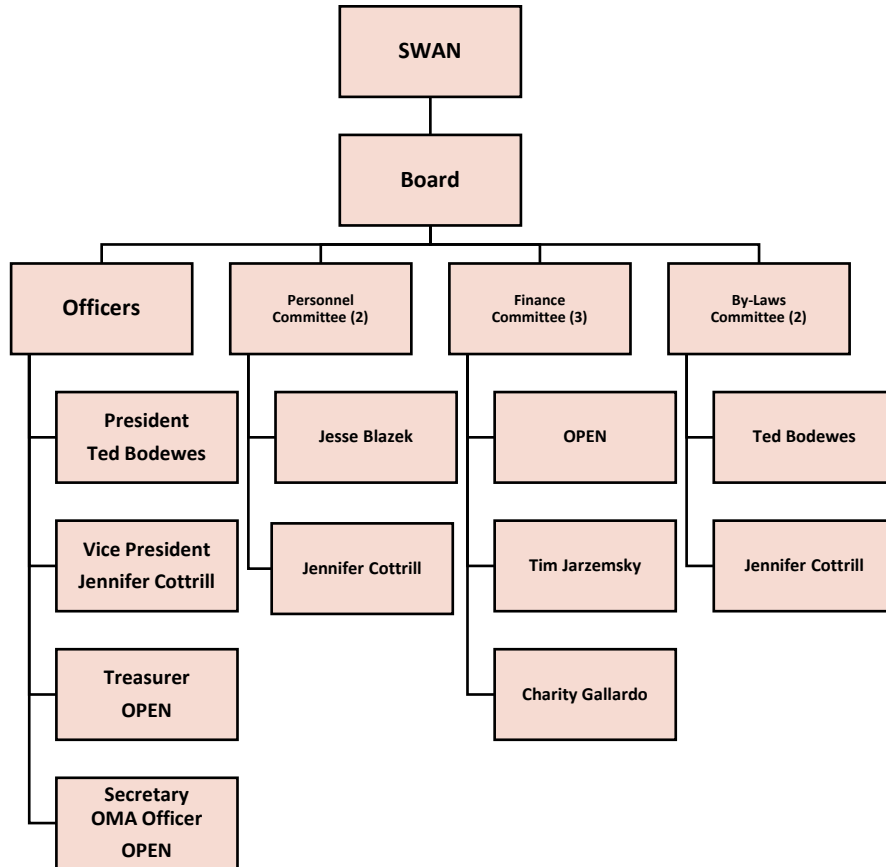
I met with a representative of Lee & Associates, LLC to understand options for SWAN if we decide to discontinue use of the 800 Quail Ridge office space. Lee & Associates provide commercial real estate services, and the specific broker we used when searching for our office space in 2016 is now with Lee. I have provided a copy of the office lease and will have some options for the SWAN Board at an upcoming meeting. Lee & Associates does specialize in subleasing current retail spaces.

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.

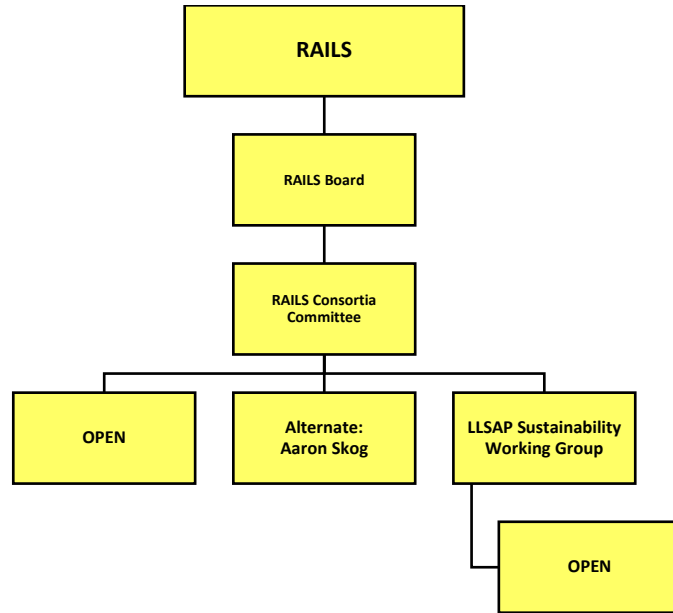
## Board Considerations

### **Election of Officers**

The SWAN Board will need to select its officers for the next 12 months. This process traditionally has been to build a slate of those interested in the officer positions and vote representatives for those positions. The selection of representatives for SWAN Board committees and the RAILS Consortia Committee are also appointed at the July SWAN Board meeting.



**SWAN Board Officers & Representation on Committees: July 1, 2021 – June 30, 2022**



**RAILS Consortia Committee & Working Group**

**RAILS Consortia Committee update**

The LLSAP Sustainability Working Group received a memo from RAILS that it would end its work and no longer need representation. This memo has been included in the board meeting packet and is a discussion item for this month’s SWAN Board meeting.

**Operations Report: Feedback on Proposed Reorganization**

We had a management team discussion on the reorganization of the Operations Report. The monthly report as it has been structured works well from the standpoint of each department manager making contributions as it is organized by each department. We thought with the onset of the new fiscal year and the new SWAN Board that we approach this report less as an update on department activities, but a view of the SWAN operations around 7 themes.

Below are the themes that emerged from discussion and how they would have organized this month’s (activity for June) Operations report.

## Operations report: 7 themes and content examples

- 1) Member Engagement – All Staff
  - i) Site Visits, Training, and Networking
  - ii) User Group and Advisory Meeting Recap
- 2) Major Projects & Research
  - i) Aspen Discovery
  - ii) BLUEcloud Staff (Acquisitions, Cataloging, Circulation)
  - iii) Security Initiatives
  - iv) Annual EBSCO Database Renewal
  - v) Enhanced Patron Notifications – MessageBee Consideration
  - vi) Research & Development, Vendor Engagement
- 3) Resource Sharing
  - i) New WorldCat
  - ii) Internet Access Libraries
  - iii) OCLC Holdings Update
  - iv) RAILS discussion on Public Act 102-0843
- 4) Support, Documentation, and Training
  - i) Issue/Outage
  - ii) Support Tickets
  - iii) Support Site Migration
  - iv) Documentation Updates
  - v) On-site Training and Consultation
  - vi) Training Modules & Recordings
- 5) Maintenance
  - i) Automatic Monthly Patron Record Removal
  - ii) Notification Monitoring
- 6) SWAN Announcements
  - i) Staff Development & Presentations
  - ii) Staff Changes - Good luck Robin!
- 7) Appendix: Statistics

Do you think these 7 themes help convey our activity as a library consortium?

## Monthly Financial Report

### **Fiscal Year 2022 Preliminary Analysis of Revenue & Expenses**

The board financial report for June gives us a preliminary and unaudited look at how our FY22 budget performed over the past year. I have included a comparison chart in this month's packet for the SWAN Board showing the budget lines and actual amounts for revenue and expenses.

### **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
Expenses to be paid from reserve	(\$43,500.00)
	\$2,194,060.37
SWAN annual expense budget	\$4,084,326.00
	54%
Number of months operating expense in reserve	6.4

**Revenue & Expense Report**

This month would be 100% 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 June 2022	Percentage of budget YTD 100%
<b>Total Revenue</b>	\$4,042,804.44	\$3,981,624.59	98%
<b>Total Expenses</b>	\$4,084,326.00	\$3,779,507.17	93%
<b>Over / (Under)</b>	<b>(\$41,521.56)</b>	<b>\$202,117.42</b>	

**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.

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 some expenses were misclassified in this budget line meant for 5440 Server Software Licensing. This was corrected this month.

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 renew 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.

Revenue & Expense Budget		FY22 Budget	FY22 Actual	FY22 Variance
<b>Revenue</b>				
<b>4000</b>	<b>Membership Fees</b>			
4010	SWAN Full Membership Fees	\$2,917,863	\$2,930,084.37	\$12,220.93
4011	SWAN Internet Access Membership Fees	\$3,700	\$3,639.00	(\$61.00)
<b>4100</b>	<b>Membership Reimbursements</b>			
4110	Member One-Time Project Receipts	\$0		
4190	Member Group Purchase Receipts	\$463,984	\$445,062.24	(\$18,921.76)
<b>4200</b>	<b>Reimbursement for Losses</b>			
4220	Reimbursement Losses for Resource Sharing	\$30,000	\$63,031.16	\$33,031.16
4230	Collection Agency Fees	\$900	\$0.00	(\$900.00)
4240	E-commerce transactions	\$11,666	\$12,633.21	\$967.21
<b>4300</b>	<b>Grant Revenue</b>			
4310	RAILS Support to SWAN	\$522,691	\$522,691.00	\$0.00
4320	Other Grant Revenue	\$0	\$2,000.00	\$2,000.00
<b>4400</b>	<b>Registration &amp; Event Receipts</b>			
4499	Annual Conference Receipts	\$0	\$0.00	\$0.00
<b>4500</b>	<b>Investment &amp; Interest</b>			
4510	Interest Income	\$2,000	\$2,483.61	\$483.61
4520	Investment Income	\$0	\$0.00	\$0.00
<b>4600</b>	<b>Reserve Fund Transfer</b>	\$90,000	\$0.00	(\$90,000.00)
<b>Total Revenue</b>		<b>\$4,031,138</b>	<b>\$3,981,624.59</b>	<b>(\$49,513.85)</b>
<b>Expenses</b>				
<b>5000</b>	<b>Salaries &amp; Wages</b>	\$1,546,800	\$1,390,551.14	(\$156,248.86)
<b>5020</b>	<b>Personnel Benefits</b>			
5021	Social Security Taxes	\$118,400	\$101,675.22	(\$16,724.78)
5022	State Unemployment Insurance	\$0	-\$6,580.00	(\$6,580.00)
5023	Worker's Compensation	\$3,000	\$3,815.73	\$815.73
5024	Retirement Benefits	\$140,900	\$131,563.63	(\$9,336.37)
5025	Health, Dental, Life And Disability Insurance	\$234,600	\$192,341.12	(\$42,258.88)
5026	Tuition Reimbursements	\$2,500	\$0.00	(\$2,500.00)
5085	Staff Wellness	\$600	\$718.00	\$118.00
<b>5100</b>	<b>Building &amp; Grounds</b>			
5110	Rent/Lease	\$110,104	\$125,320.78	\$15,216.34
5120	Utilities	\$5,700	\$6,673.65	\$973.65
5130	Property Insurance	\$0	\$897.75	\$897.75
5140	Repairs & Maintenance	\$1,050	\$858.00	(\$192.00)
5150	Custodial Service & Supplies	\$9,000	\$3,380.00	(\$5,620.00)
5190	Other Building Maintenance	\$0	\$0.00	\$0.00

<b>Revenue &amp; Expense Budget</b>		<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY22 Variance</b>
<b>5200</b>	<b>Professional Development</b>			
5210	Conference Travel	\$0	\$0.00	\$0.00
5220	Staff Meetings	\$600	\$729.88	\$129.88
5230	Staff Professional Development	\$8,800	\$2,166.70	(\$6,633.30)
5240	Professional Association Membership Dues	\$2,500	\$1,170.00	(\$1,330.00)
5250	Educational Material	\$800	\$0.00	(\$800.00)
5260	Online Learning	\$3,500	\$1,279.18	(\$2,220.82)
<b>5300</b>	<b>Membership Development</b>			
5310	Travel Reimbursement	\$800	\$538.57	(\$261.43)
5320	Membership Meetings	\$0	\$0.00	\$0.00
5330	Library Professional Development			
5350	Marketing & Promotional Material	\$1,200	\$0.00	(\$1,200.00)
5399	Annual Conference	\$0	\$0.00	\$0.00
<b>5400</b>	<b>Information &amp; Technology Services</b>			
5410	Infrastructure Licensing	\$0	\$0.00	\$0.00
5420	Application Software Licensing	\$22,000	\$17,953.83	(\$4,046.17)
5430	Server Software Licensing	\$62,000	\$84,947.81	\$22,947.81
5440	Library Services Platform	\$1,036,800	\$979,607.73	(\$57,192.27)
5450	Data Management Services	\$27,500	\$29,321.19	\$1,821.19
5460	Information Subscription Service	\$76,600	\$65,931.49	(\$10,668.51)
5470	Subscription Support Services	\$9,900	\$11,458.05	\$1,558.05
5480	Telecommunications	\$20,400	\$16,146.25	(\$4,253.75)
5490	Group Purchases - Services	\$12,600.00	\$9,320.00	(\$3,280.00)
<b>5500</b>	<b>General Office</b>			
5510	Office Supplies	\$1,500	\$2,121.91	\$621.91
5520	Postage	\$1,500	\$496.92	(\$1,003.08)
5550	Furniture	\$0	\$0.00	\$0.00
5599	Annual Conference Supplies	\$0	\$179.95	\$179.95
<b>5600</b>	<b>Hardware &amp; Equipment</b>			
5610	Equipment Rental/Maintenance	\$3,700	\$2,452.05	(\$1,247.95)
5620	Hardware	\$1,000	\$676.67	(\$323.33)
5690	Group Purchases - Hardware	\$0	\$0.00	\$0.00
<b>5700</b>	<b>Insurance</b>	<b>\$9,400</b>	<b>\$11,188.03</b>	<b>\$1,788.03</b>
<b>5800</b>	<b>Contractual Services</b>			
5810	Legal	\$5,000	\$0.00	(\$5,000.00)
5820	Accounting	\$17,560	\$18,130.00	\$570.00
5830	Consulting	\$38,000	\$38,885.00	\$885.00
5840	Payroll Service Fees	\$3,600	\$4,711.01	\$1,111.01
5850	Contractual Agreements	\$0	\$2,000.00	\$2,000.00
5860	Notification & Collection	\$38,000	\$21,040.25	(\$16,959.75)
5870	Recruitment	\$900	\$0.00	(\$900.00)
5899	Annual Conference Facility Contract	\$0	\$0.00	\$0.00
<b>5900</b>	<b>Library Materials &amp; Content</b>			
5910	Print Materials	\$5,000	\$0.00	(\$5,000.00)

<b>Revenue &amp; Expense Budget</b>		<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY22 Variance</b>
5920	Reimbursement for Resource Sharing	\$30,000	\$51,488.98	\$21,488.98
5930	Group Purchases - Content	\$0	\$1,853.75	\$1,853.75
5940	E-commerce payment transactions	\$11,666	\$11,489.50	(\$176.50)
5990	Group Purchases - Electronic Resources	\$450,584	\$435,775.18	(\$14,808.82)
<b>6000</b>	<b>Interest &amp; Fees</b>			
6010	Bank Fees	\$3,700	\$4,744.98	\$1,044.98
6020	Merchant Account Fees	\$40	\$487.29	\$447.29
6030	Interest Payment	\$0		
6099	Annual Conference Merchant Fees	\$0		
<b>Subtotal Expenses</b>		<b>\$4,071,238</b>	<b>\$3,779,507.17</b>	<b>(\$291,731.27)</b>
<b>6100</b>	<b>Asset Management</b>			
6110	Depreciation	\$2,322	\$0.00	
6120	(Gain)/Loss on Asset Disposal	\$0		
6130	Vacation Expense	\$2,200	\$0.00	
<b>Total Expenses</b>		<b>\$4,071,238</b>	<b>\$3,779,507</b>	<b>(\$291,731.27)</b>
<b>Total Revenue (from above)</b>		<b>\$4,018,654</b>	<b>\$3,981,625</b>	
<b>Excess of revenues over (under) estimated expenses</b>		<b>(\$52,585)</b>	<b>\$202,117.42</b>	

# Operations Report: July 2022

## Member Engagement – All Staff

The following abbreviations are used to show departments: UX – User Experience, Bib Svcs – Bibliographic Services, IT – Information Technology and Systems Support, Admin – Administration.

## Site Visits, Training, and Networking

During the past reporting period (June 14<sup>th</sup> – July 11<sup>th</sup>) regular user group meetings and member engagement are noted. Our Bibliographic Services team continues to provide in-the-field consultation and training spearheaded by Claudia Nickson.

Date	Event Name	Attendees	Teams Represented	Topic
6/15/2022	Circulation Users	Crystal, Sam, Vickie, Helen, Michael, Dave	UX, Bib Svcs, IT, Admin	Member meeting
6/15/2022	Office Hours: Circulation & Hold Maps	Vickie, Michael	IT	Training
6/17/2022	SWAN Board Meeting (Bloomingtondale)	Aaron, Ginny, Dawne	Admin	Governance
6/20/2022	Site Visit: Cataloging (Oak Lawn)	Claudia	Bib Svcs	Site Visit/Training
6/21/2022	Pilot: BLUEcloud Cataloging Check-in	Claudia	Bib Svcs	Research & Development
6/22/2022	Office Hours: BLUEcloud Staff (Acq, Cat, Circ)	Dawne, Scott, Sam, Claudia, Crystal, Dave	Admin, Bib Svcs, UX, IT	Training
6/23/2022	E-Resource Advisory	Dawne, Robin, Scott	Admin, UX, Bib Svcs	Member meeting
6/24/2022	DEI in Metadata Working Group	Scott	Bib Svcs	Member meeting
6/27/2022	Site Visit: Cataloging & Orientation (Town & Country)	Claudia, Michael	Bib Svcs, IT	Site Visit/Training
6/28/2022	SWAN Fireside Chat #39	Aaron, Dawne, Ian, Helen, Tara, Robin, Crystal	Admin, Bib Svcs, UX, IT	Member meeting
6/29/2022	SWAN Expo Panelist Discussion	Sam	Bib Svcs	Member meeting
7/6/2022	Office Hours: Circulation/ILL/Outreach	Helen, Vickie, Crystal, Sam, Dawne	Admin, UX, Bib Svcs, IT	Training
7/7/2022	Consultation: OCLC Cataloging (Town & Country)	Scott, Claudia	Bib Svcs	Member meeting
7/8/2022	Consultation: MobileStaff Registration (Itasca)	Michael	IT	Consultation
7/11/2022	Office Hours: Aspen	Tara, Crystal, Scott	UX, Bib Svcs	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.

Date	Event Name	Attendees	Teams Represented	Topic
Tuesdays: 6/15/2022- 7/5/2022	ByWater - Aspen weekly check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Research & Development
6/22/2022	SirsiDynix Sure Sailing	Vickie, Scott, Michael, Dave, Claudia, Crystal, Sam, Dawne, Tara	IT, Admin, UX, Bib Srvs	Partnerships
6/22/2022	Niche Academy	Dawne, Crystal, Claudia	Admin, UX, Bib Srvs	Partnerships
6/22/2022	DEI in Metadata	Scott	Bib Srvs	Partnerships
7/5/2022	SOCLC Task Force	Aaron	Admin	Partnerships
7/6/2022	SirsiDynix Library Relationship Meeting	Aaron	Admin	Partnerships
7/7/2022	Aspen Gathering (pre-release)	Tara, Scott, Robin, Crystal, Aaron, Dawne, Rudy	UX, Bib Srvs, Admin	Research & Development

## Resource Sharing

### New WorldCat

Helen is leading efforts to track, test, and share OCLC's rollout of the new WorldCat with our member libraries. While the new WorldCat.org will offer an adaptive interface, library lists and topics, and enhanced patron lists, this change does not impact SWAN member libraries instances of WorldCat Discovery. WorldCat Discovery is a customized interface which searches the WorldCat bibliographic database, FirstSearch databases, and additional central index content. Our individual library instances provide additional features, including: direct searching of WorldCat.org including scoping of Illinois, SWAN, and library holdings, remote authentication through OpenAthens, availability, and access to patron and staff requests for interlibrary loan.

Both WorldCat.org and WorldCat Discovery catalog provide direct links to items in each library's Aspen catalog.

### Internet Access Libraries

We have transitioned all Internet access libraries, except Kirby Elementary School District 140 and Brookwood Elementary School District 167, to be associated with the public library where they receive deliveries. Kirby 140 and Brookwood 167 will begin using BLUEcloud Circulation at the start of the school year to process incoming items and check out to the appropriate school account. Upon return they will check in items and produce transit slips for delivery back to home library or to next hold in the system. In the past these Internet Access schools were treated as exceptions, requiring staff at our libraries to

checkout material before sending to the school. This created bottlenecks, confusion in processing, and often mis-matched delivery of items.

With the creation of teacher cards and closer partnerships between our public libraries and the schools they serve, we have other tools available. Existing Internet Access libraries have been grandfathered into continuation of service, but new Internet Access libraries will not be added.

The following list of school districts are active Internet Access libraries. The library association/delivery point indicates where items are transited for final checkout.

Internet Access School District	Library Association/Delivery Point
Bremen District 228	Midlothian Public Library
Riverside Brookfield District 208	Riverside Public Library
Downers Grove District 99	Downers Grove Public Library
Brookwood Elementary District 167	Brookwood School District 167
Kirby School District 140	Kirby School District 140
Reavis District 220	Prairie Trails Public Library District

ILL\_LIBS is now used only for reciprocal borrowers outside of SWAN service areas.

## SWAN Bibliographic Services (Scott Brandwein)

### Cataloging and acquisitions staff turnover

We have recently seen an increase in requests for Bibliographic Services to work with member libraries who have had changes in staff. While this is not new, the amount of work we've been doing in this arena is significant, and we want to remind our members that we are available to help train cataloging and acquisitions staff on the tools they will need to work in the SWAN ecosystem.

Recent topics of trainings and consultations have included SWAN cataloging standards, configuration of OCLC Connexion and how to optimize the import of records into the SWAN catalog, and performing fiscal year rollover suited to a library's unique acquisitions workflow. All of our members are unique, so while we offer many training resources on our [Tutorials & Training Resources](#) page, please don't hesitate to reach out if you require tailored guidance on any of these topics.

### Accessibility information in Aspen

The Aspen development team has implemented an enhancement request that many of our libraries have requested. Some of our patrons with hearing disabilities learned how to identify videos with closed captions in our Enterprise catalog using a particular subject heading. This became more difficult to pinpoint when we switched to Aspen.

Once the next update launches this week, you will begin to see a closed caption symbol in both physical description displays and next to formats in the detail view of appropriate records. This symbol indicates that the record has the subject heading "Video recordings for the hearing impaired" and therefore has hearing-related accessibility options.



## 9) The Lego movie

Language English

Blu-ray
Available from another library
Place Hold

Show Edition
View All Copies

Publication Date	Edition	Physical Description	Language	Availability
2014	Everything is awesome - Blu-ray edition.	1 blu-ray (3D) disc (approximately 101 minutes) : sound, color ; 4 3/4 in. + 1 blu-ray disc	English	<div style="background-color: #ffc107; padding: 2px 5px; display: inline-block;">Available from another library</div> <a href="#">View All Copies</a>

More Info  
Place Hold

## The LEGO movie

(Blu-ray)



Average Rating

5 star	(0)
4 star	(0)
3 star	(0)
2 star	(1)
1 star	(0)

### Contributors

Arnett, Will, voice actor.  
 Freeman, Morgan, voice actor.  
 Neeson, Liam, voice actor.  
 Day, Charlie, voice actor.  
 Brie, Alison, voice actor.  
[more ...](#)

### Published Status

Burbank, CA :  

Available from another library

  
[View All Copies](#)

Add to list
SHARE

Bibliographic Services will perform cleanup of existing records that may have variations on this subject heading to ensure this update is applied to all appropriate records.

We also plan to work with Aspen developers on a similar approach to video recordings with audio descriptions, an important accessibility option for people with visual disabilities.

### OCCL Holdings Update

The final step of this process has been concluded. After receiving a list of holdings for deletion from OCLC, we determined that the holdings needing deletion were indeed not represented in the SWAN catalog. We will resume our regular OCLC holdings update schedule this month.

SWAN staff will continue to oversee the holdings update projects of the other Illinois consortia, 2 of which are still outstanding. Overall, the process took much longer than expected due to the volume of updates OCLC has had to process. But other than the time scale, the update has gone smoothly, and we



are pleased to have Illinois public library holdings much more accurate to promote resource sharing and ease the burdens of our members' ILL staff.

### SWAN Diversity, Equity, & Inclusion (DEI) in Metadata Working Group

The Working Group met in June to re-evaluate our approach to subject headings for materials about immigrants and immigration, which is the first topic discussed when the group formed. Since our initial discussion, the Library of Congress has overhauled the subject vocabulary's terms for foreign residents and undocumented immigrants. Also, the statewide DEI in Metadata Networking Group formed a task force to provide recommendations on these terms. We have a nearly final draft of those recommendations.

In light of these events, we have decided to adjust our practice in some ways. We are currently editing a document describing our new approach and the rationale behind it. This will be made available soon through the support site's Documentation page.

Our next meeting will be on July 22<sup>nd</sup>, and the topic is LGBTQ+ issues, which will also involve examining the draft of recommendations that the DEI in Metadata Networking Group is currently working on.

### Cataloging Counts: SWAN Bibliographic Services

*Counts do not include seventeen 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 June, there were 165 upgrades of minimal level records in OCLC to full records.

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Orig 2020</b>	99	111	69	152	98	129	88	102	76	62	56	46	<b>1,088</b>
<b>Copy 2020</b>	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	<b>24,467</b>
<b>Orig 2021*</b>	41	53	54	73	49	88	49	71	80	65	72	104	<b>799</b>
<b>Copy 2021*</b>	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367	1,463	2,295	1,802	<b>21,769</b>
<b>Orig 2022</b>	84	143	93	57	106	97							
<b>Copy 2022</b>	1,808	2,283	2,059	2,299	2,239	1,886							

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

## SWAN IT & System Support

### Single Sign-On Project

Ian is project lead for our SirsiDynix Single Sign-on Pilot. Rudy, Dave, and Ian have been able to verify single sign-on success using KeyCloak as our IdP (Identify Provider). This initial first step in testing allows us to move forward with a more secure deployment of BLUEcloud staff accounts. We continue to work through challenges of authentication and logoff procedures in a shared workstation environment. As

access to SWAN supported systems become more secure, we will be introducing procedures for staff to follow to ensure secure sign-on and sign-off.

### Baker & Taylor EDI (Electronic Data Interchange) Issues (June 15 – June 30)

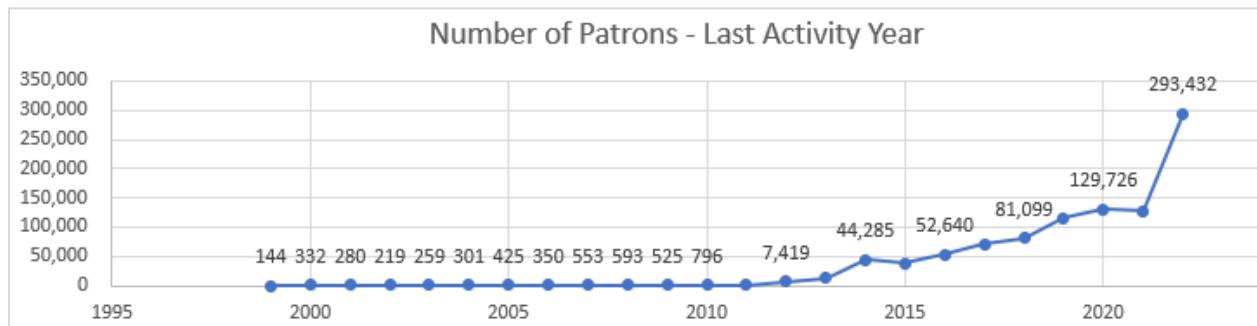
Baker & Taylor made system changes in mid-June which resulted in loss of service for both EDI file transmission and retrieval. This impacted all Baker & Taylor customers. This happened at a particularly critical time for our libraries facing June 30 fiscal year ends. SWAN support was in constant communication with Baker & Taylor and our members. Vickie led efforts on our team in testing and configuration changes based on their request. Through log analysis Rudy was able to pinpoint the exact configuration problem on Baker & Taylor’s ftp server. These findings were shared immediately with the vendor. Through escalation and close work with the vendor’s support team, Baker & Taylor implemented the changes SWAN staff recommended. Once those changes were made, EDI transmissions were again successful.

### Consideration of MessageBee for Notifications

As presented in a separate document for consideration, Michael is leading efforts to look at SWAN’s notifications to provide more customized HTML/library branded email and a library-specific dashboard for monitoring notification delivery. Our UX team will also be involved in this project to ensure that any messages comply with accessibility standards. If this project is approved, we will begin with development of library-specific templates which are tested for accessibility. Through the library-specific dashboard, libraries will be able to further customize these notices. If the project moves forward, the first notifications to be templated will be courtesy notices which can include the book cover image.

### Automatic Monthly Patron Record Removal

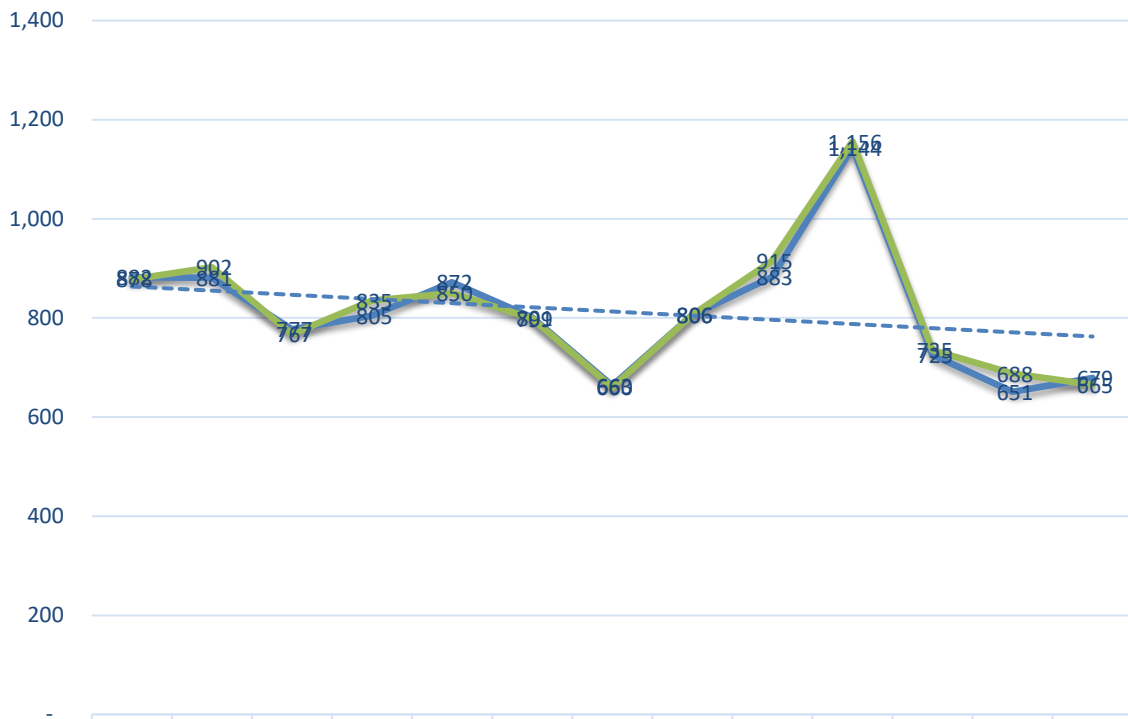
July reports of inactive patron records reduced the number of years inactive from 10 to 9 years. Initial plans called for a reduction to 7 years of inactivity, but we feel a gradual movement to this goal is less disruptive for member libraries. Starting in August, inactive patron records for 9+ years with less than \$100 in fines/fees will be automatically removed from the system. Through our efforts of the past year, total patron records are now less than 1 million.



### Support Tickets

Support tickets are holding steady since our spring peak during the Aspen migration. Many tickets were opened in the two weeks before the 4<sup>th</sup> of July holiday due to the Baker & Taylor EDI file transfer issues.

## SWAN Support Tickets June 2021 - June 2022



	June	July	Aug	Sep	Oct	Nov	Dec	Jan-22	Feb	Mar	Apr	May	June
Opened	882	881	777	805	872	801	663	806	883	1,144	725	651	679
Closed	878	902	767	835	850	799	660	806	915	1,156	735	688	665

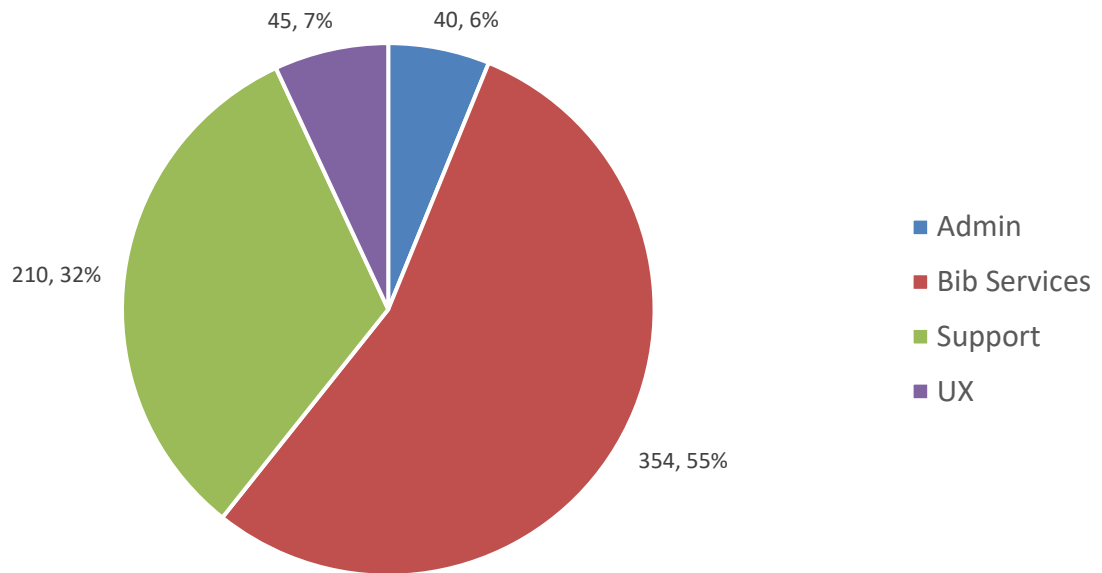
**SWAN Support Tickets Opened/Closed in Past 12 Months**

### *Ticket Analysis*

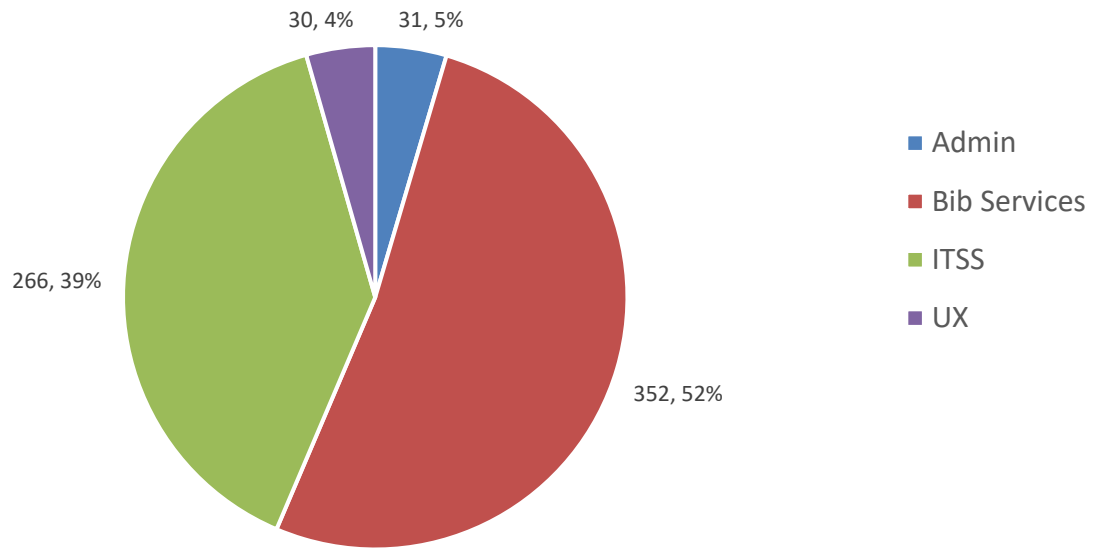
Ticket assignments, by departments was largely consistent with May. Bibliographic Services continue to respond to over 50% of tickets submitted. Information Technology and Systems Support (ITSS) responded to more tickets in June, attributed to the Baker & Taylor EDI problem. User Experience (UX) and Administration were assigned less than 10% of total tickets received.

The following breakdown by department compares May 2022 to June 2022.

Tickets Assigned, by Department - May 2022



Tickets Assigned, by Department - June 2022



**Notification Monitoring**

Through verification of past reporting, the following notice tracking data reflects volume of message sent through each method (email, text, voice) and rates of success.

### Email Notice Tracking (Last 6 Months)

SendGrid statistics were recalculated to accurately reflect emails sent. These totals also include SWANcom messages and BLUEcloud Analytics subscriptions sent out to each library’s aliased email. Approximately 20% of email traffic is attributable to these non-notification communications.

Failed counts reflect individual email addresses (Addresses) as well as messages impacted (Messages). Success rate in delivery continues to be between 96-97%. Success rates above 95% are considered good in the mass email market.

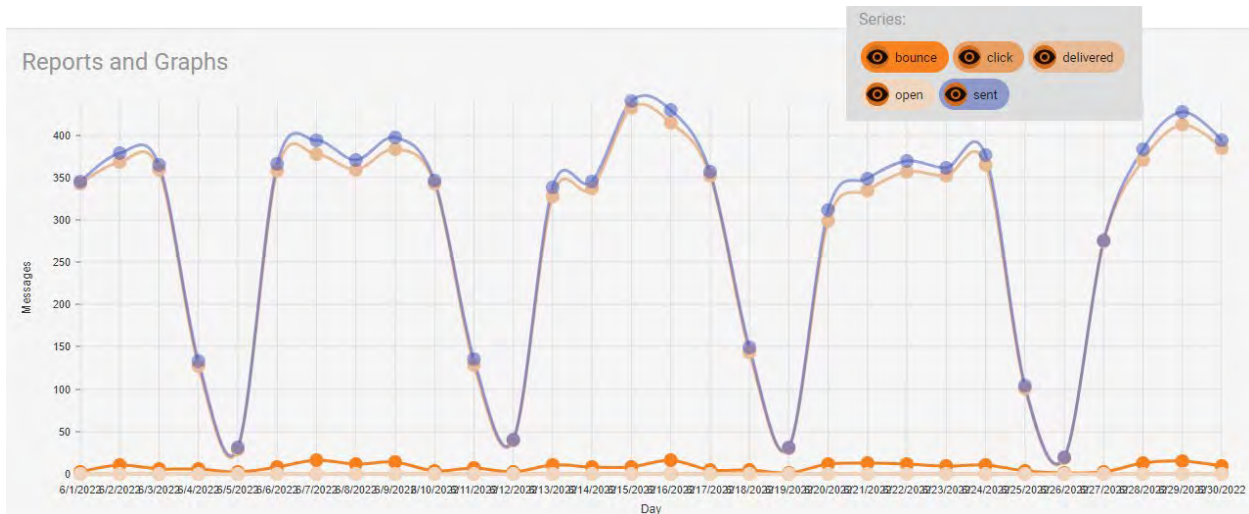
Month/Yr	Total Emails Sent	Success Rate	Addresses			Messages		
			Email Addresses Bounced	Email marked SWAN as SPAM	Invalid Emails	Bounce Blocks	Spam Drops	
December, 2021	393,842	96.98% (381,936)	568	57	123	6,886	6,991	1,069
January, 2022	414,381	96.94% (401,716)	645	31	153	2,772	8,653	1,696
February, 2022	385,196	96.97% (373,511)	1,551	38	116	3,102	7,365	1,077
March, 2022	418,531	97.67% (408,766)	523	37	120	2,357	6,274	1,382
April, 2022	390,872	97.72% (381,971)	563	43	153	1,969	5,402	1,622
May, 2022	414,381	96.94% (401,716)	645	31	153	2,772	8,653	1,696
June, 2022	429,334	96.85% (415,790)	758	46	174	2,946	9,336	1,717

### 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.

Year	Month	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
2021	October	9,185	8,899	96.89%	286	3.11%
2021	November	8,540	8,253	96.64%	287	3.36%
2021	December	7,956	7,687	96.62%	265	3.33%
2022	January	8,846	8,580	96.99%	266	3.01%
2022	February	7,197	6,995	97.19%	201	2.79%
2022	March	8,890	8,678	97.62%	212	2.38%
2022	April	8,316	8,077	97.13%	239	2.87%
2022	May	9,920	9,693	97.71%	227	2.29%
2022	June	8,762	8,520	97.24%	242	2.76%

Our MessageBee dashboard shows an increase in messages sent in June, as well as a more even Monday-Friday distribution.



### SMS Notice Tracking

SMS text messages are routed to SirsiDynix as part of our annual maintenance agreement. After the failed text message delivery in May, we returned to expected success rates on deliveries.

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%
June, 2022	32,418	42	38,588	71,048	154	1,634	729	96.46%

Vickie led a project with SirsiDynix to provide member libraries with their own failed text message reports on a daily basis. This new report provides a report of all failed text messages attempted, based on patron library. This report was introduced at our June Fireside Chat and documentation is provided on the SWAN Support Site – [Processing SMS Notice Errors](#).

### Outage Tracking (since 1/1/2022)

No outages reported since our last Operations Report in June.

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

#### *Circulation Users*

Circulation users met June 15<sup>th</sup>. Topics included an overview of holds in Aspen, renaming the Collection status, and a discussion about Public Act 102-0843 which allows library boards to waive fees for library cards for unserved residents under 18.

#### *E-Resources Advisory*

The E-Resources Advisory group met June 23<sup>rd</sup>, and this was Robin Hostetter's final meeting. Topics included maintaining the RAILS VPAT database and ensuring that project continues.

### Aspen

The 22.07 release goes live July 20<sup>th</sup>. This release includes several SWAN requests including:

- Closed caption icon for video formats
- An Xbox Series X format
- The ability to set additional MARC fields for indexing

In addition, Tara completed usability testing with members of DUX on mockups for new search facet designs. This testing was a follow up to tests conducted with patrons at the Chicago Ridge Public Library in April, and both reports are included in this packet. Based on the results, ByWater will pursue development on these design changes for filters and continue to iterate on the design for the results sorting functionality.

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

### BLUEcloud Circulation

The BLUEcloud Staff 22.04 release was June 30<sup>th</sup>. This release included some minor updates to BLUEcloud Circulation. The most substantial new feature included is duplicate patron checking, but this is a feature that is more useful for standalone libraries and smaller consortia that may not search for a patron before the registration process.

### **Annual EBSCO Database Renewal**

Links to the EBSCO database URLs for 2022/2023 were distributed at the end of June. The links are also accessible through the SWAN public site: <https://swanlibraries.net/articles-databases/databases/>

### **RAILS discussion on Public Act 102-0843**

Dawne and Crystal met with Joe Filapek at RAILS to share some of the concerns brought up at the Circulation Users meeting around Public Act 102-0843 and non-resident cards. This Act allows library boards to provide library cards at no cost to unserved resident under 18 years of age. We discussed the difficulties serving some of these areas, especially when they are surrounded by SWAN libraries. Joe will be looking into State Library Admin Laws and we will meet again so Joe can get a fuller picture from our members of the specific encounters they are having. Some examples of these difficulties are:

- Patrons shopping around for a better price
- Intergovernmental agreements superseding boundaries
- Multiple school districts serving one area thus confusing who should serve the community

### **Support site migration**

Tara is working with Rudy to migrate our support site to Drupal 9 from Drupal 7, which is a major migration. After several attempts at the migration internally, we've determined that we likely need to pursue contracted assistance with migration. Tara is working with Aaron to contact Drupal developers and hosting solutions to determine the best path forward for both the migration and ongoing maintenance and hosting of the support site.

### **Good luck Robin!**

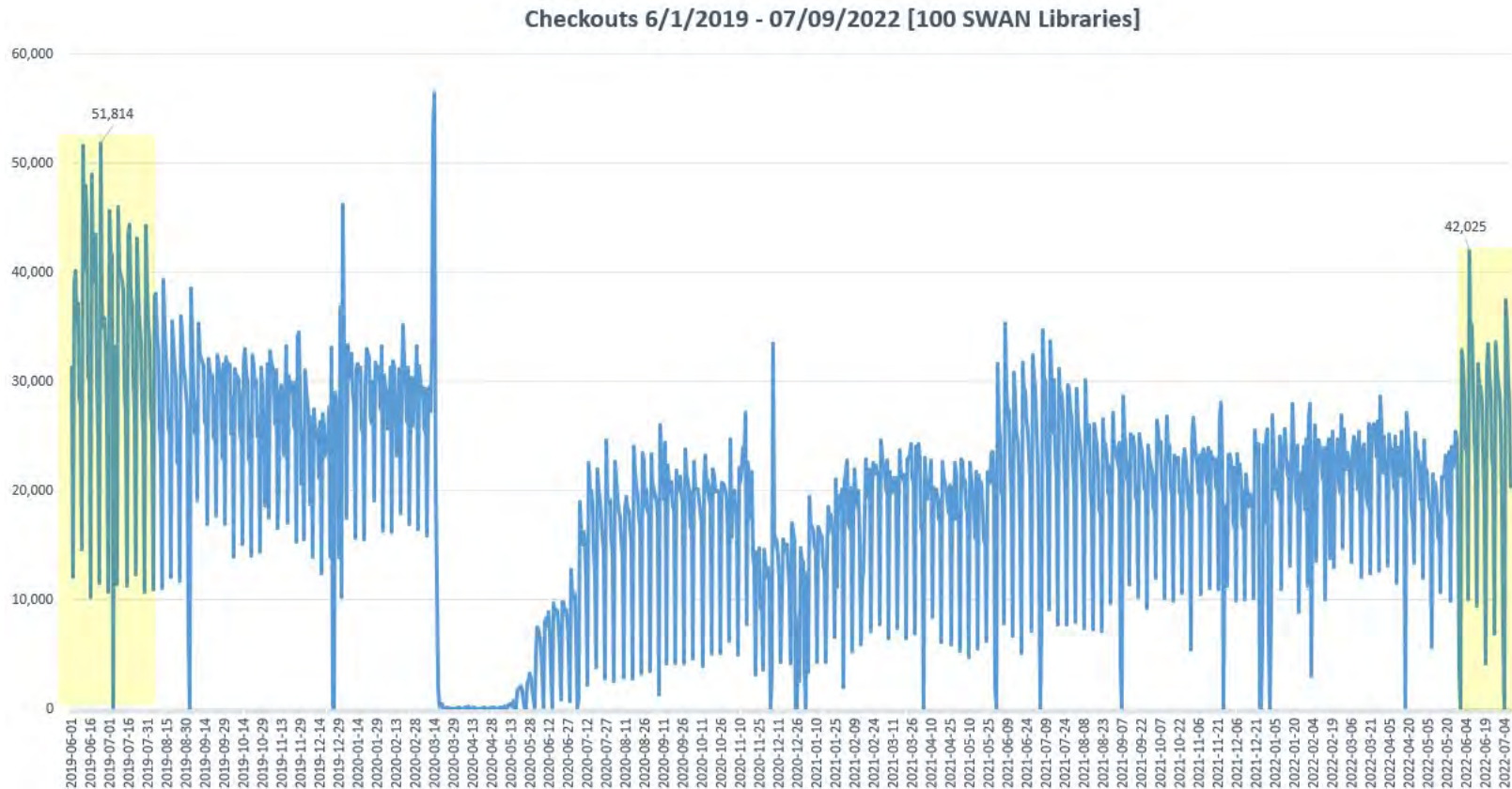
Robin Hofstetter's last day was June 24<sup>th</sup>. They were our very first E-Resources Consultant, and they defined what that position could accomplish while providing a high level of service to SWAN member libraries around e-resources, authentication, statistics, and digital archives. The UX team sincerely misses Robin, but we wish them luck in their new position! Robin is the new Library Director at Roosevelt University in Chicago.



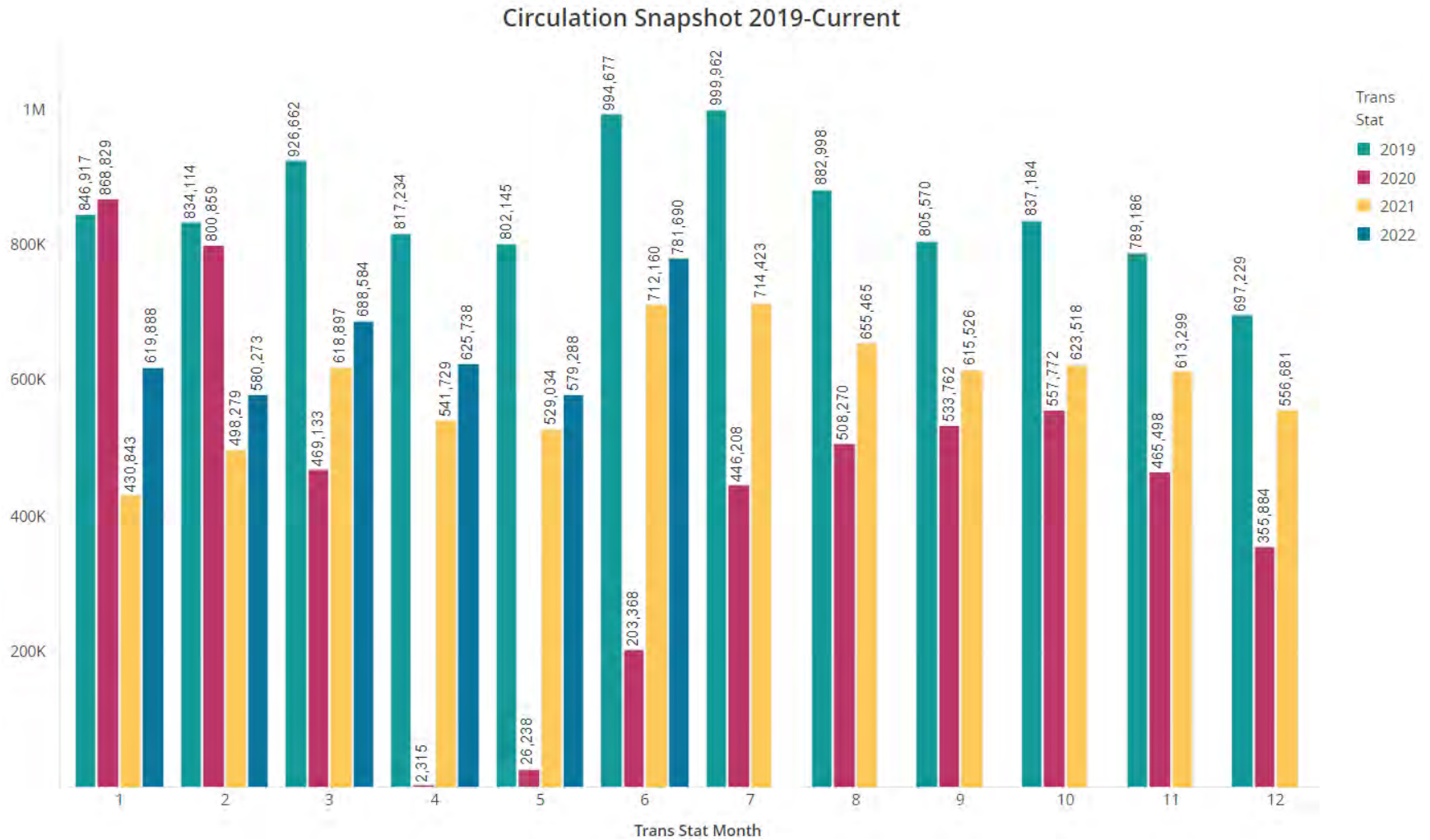
# Operations Reports – Statistics, July 2022

## Circulation Totals

To see the summer pattern of circulation pre-pandemic, checkout statistics were pulled from 6/1/2019 through 7/9/2022. The highlighted sections on the graph below show summer reading 2019 and 2022 circulation. While our peak circulation of 42,025 on June 6, 2022, was encouraging, we are well below pre-pandemic circulation.

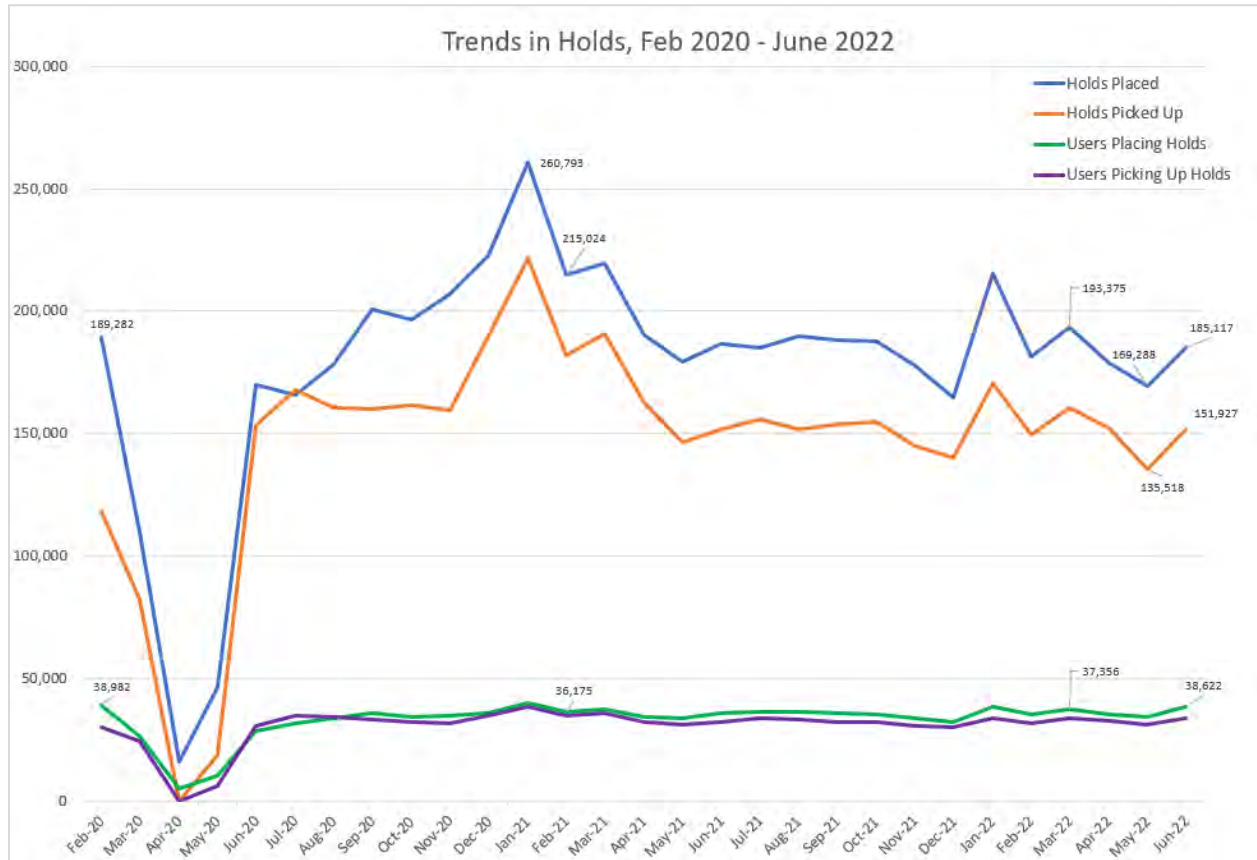


Comparing June 2019 pre-pandemic circulation (994,677) against June 2022 (781,690), we are at 78.6% of prior pre-pandemic numbers. This is the highest percentage level achieved to date compared against pre-pandemic circulation.



## Hold

While we saw a dip in holds placed and picked up in May, June bounced back to expected activity. We saw this same May decrease in 2021. May just be an anomaly to consider in the future.

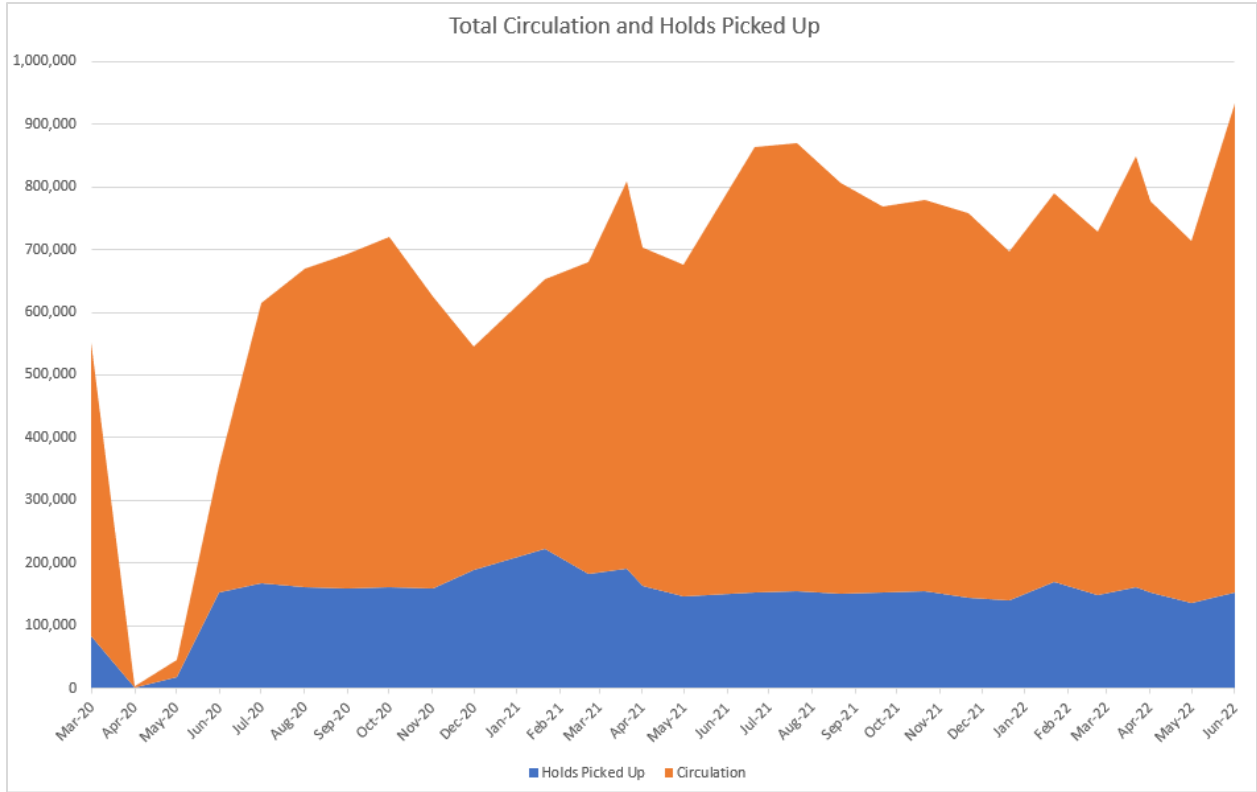


## Percentage of Holds Picked Up vs Circulation

For the past year, our percentage of holds picked up vs circulation has been relatively consistent. A slight increase in winter is observed, as well as a decrease in June when summer programming launches.

Approximately 1 in 4 checkouts is a result of a hold being picked up.

The chart shows a steady pattern in number of holds picked up, with some seasonal observations. Peaks in circulation are more apparent based on seasonal patterns of patron activity and library programming.

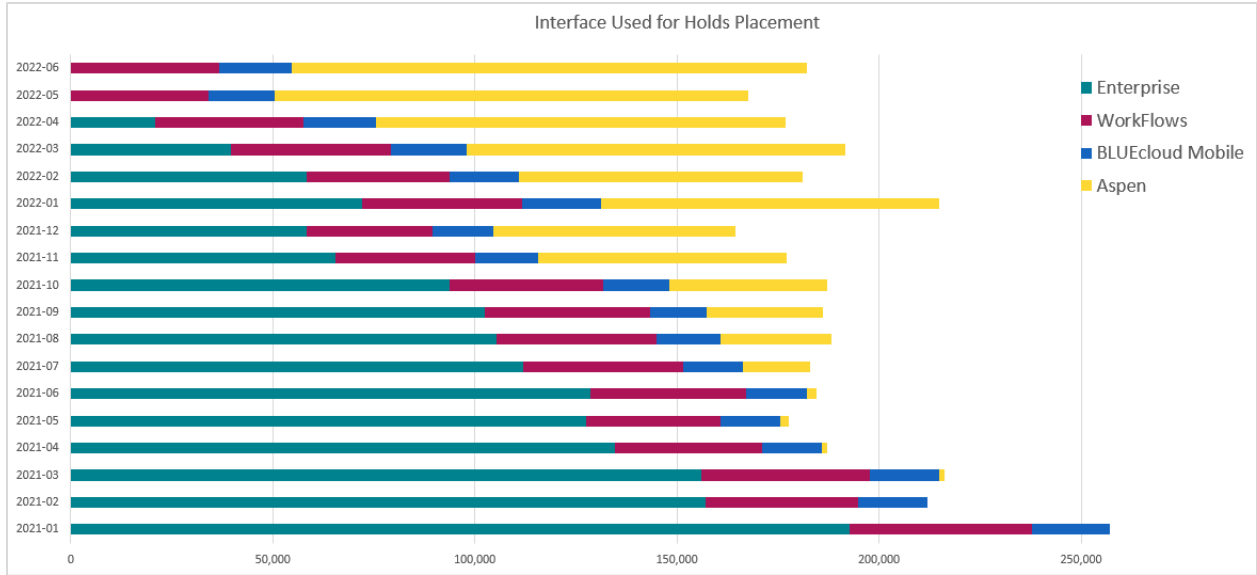


### Holds & Aspen

Holding steady with May, 69% of all holds placed in the system are placed through Aspen.

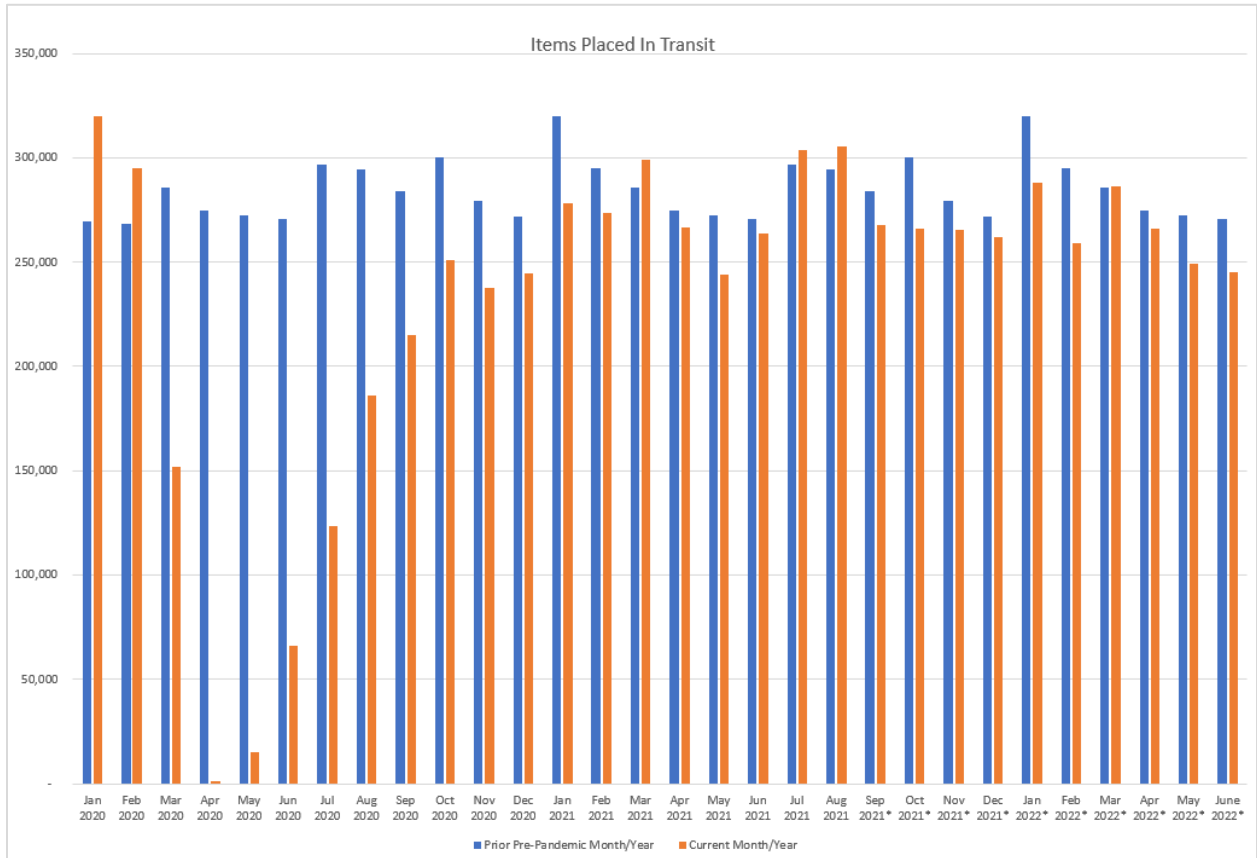
Approximately 10% are placed through BLUEcloud Mobile App. Nearly 2% of holds placed are placed through “other web services” which includes apps other than the SWAN app. This percentage has grown in the past month. We will be tracking this trend to try and pinpoint the source.

Hold Client	2021												Total	2022					Total	
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21		Jan-22	Feb-22	Mar-22	Apr-22	May-22		Jun-22
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	0	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	36,732	34,124	36,796	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	17,831	16,332	19,100	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	1,725	1,605	1,747	2,733
Unknown	0	30	16	23	166	9	143	22	29	0	3	28	469	11	0	0	0	3	6	11
Bookmyne	93	73	59	77	107	50	42	101	73	58	63	39	835	58	44	12	14	22	7	114
SIP2	1	6	2	3	0	3	3	4	2	7	0	0	31	0	0	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	1	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	101,447	117,186	127,460	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	178,608	169,288	185,117	590,543
% Placed by Patron	83%	82%	81%	81%	81%	79%	79%	79%	78%	80%	80%	81%	80.50%	82%	80%	80%	79%	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%	10.96%	10.61%	11.27%	9.82%
% Placed in Aspen			1%	1%	1%	1%	9%	14%	15%	21%	35%	36%		39%	39%	48%	57%	69%	69%	
% Placed in Enterprise	74%	73%	71%	71%	71%	69%	60%	55%	54%	50%	37%	35%		33%	32%	21%	12%	0%	0%	



### System-wide transits

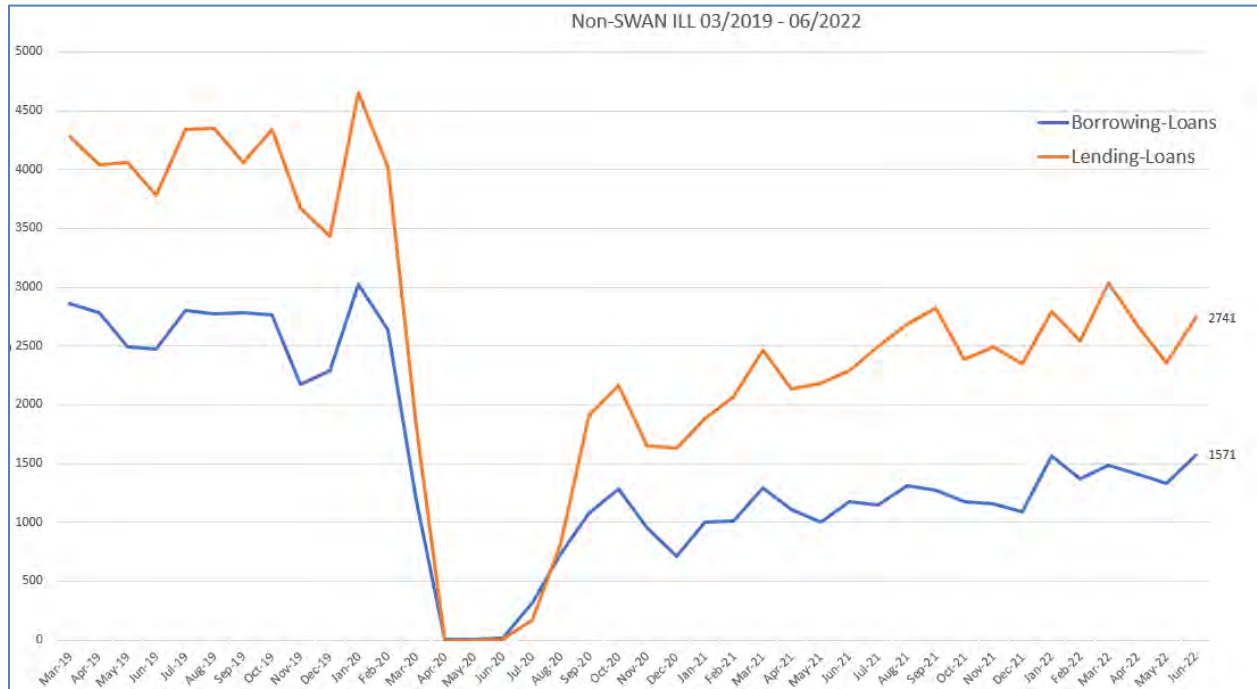
June 2022 showed a consistent decline of 9% in transit items compared to same period June 2019. As number of holds processed did not decline at the same rate, this drop may be related to more efficient holds management through Aspen.



Correlation of item library to pick up library continues to be between 67-70% from October 2021 through June 2022 filled by another library. Consistently 2 out of every 3 items filling holds comes from a SWAN library different from the pick-up library.

### OCLC Worldwide Resource Sharing

As expected, lending and borrowing increased after the OCLC holdings reset project was completed.



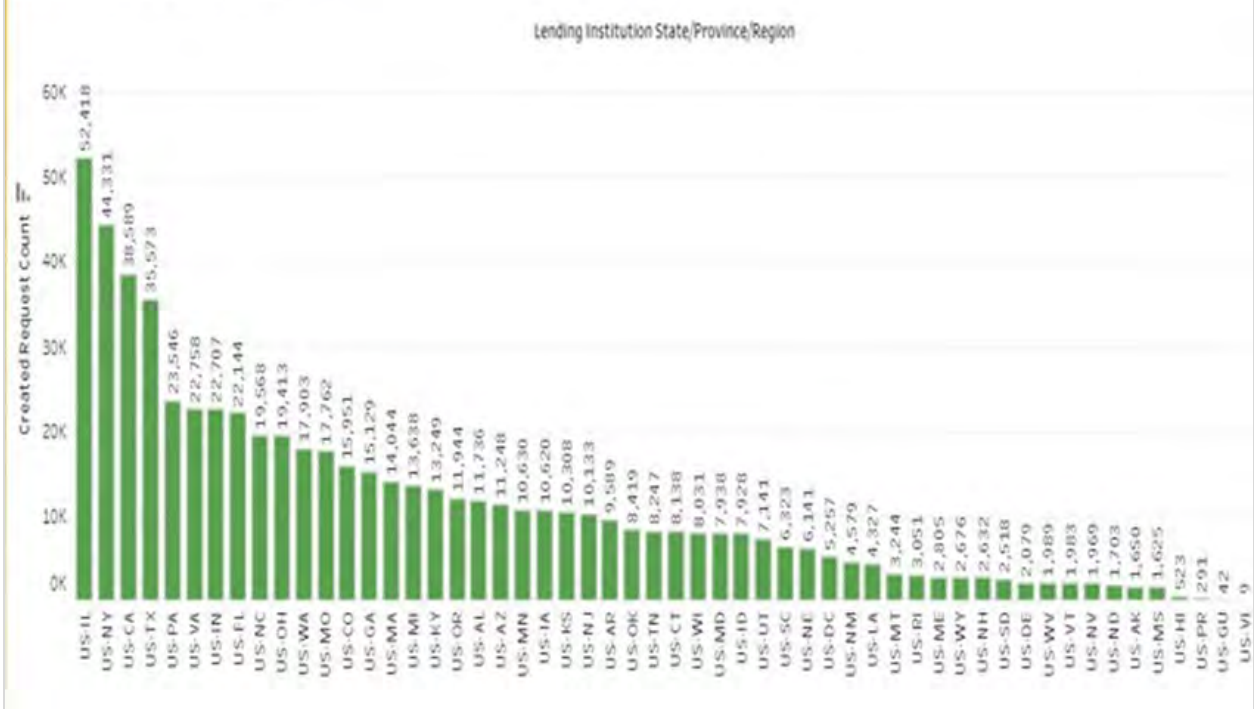
At the June 28<sup>th</sup> Fireside Chat we shared statistics from OCLC showing Illinois leads all states in lending and borrowing, with a strong lender ratio overall. This data illustrates the importance of our ongoing work in configuration, support, and update to WorldCat holdings for SWAN members. OCLC WorldShare ILL is, by far, the most used resource sharing platform in Illinois.

These statistics were provided by OCLC -

[https://www.oclc.org/community/discussions/interlibrary\\_loan.topic.html/oclc\\_ill\\_activitybystate-LfEe.en.html](https://www.oclc.org/community/discussions/interlibrary_loan.topic.html/oclc_ill_activitybystate-LfEe.en.html)

- Illinois led the country in both lending and borrowing
- Illinois is a net-lender
- From Jan-May 2022, Illinois filled most requests within own state (79,420)

# Lends by State May 2022





# Aspen Menu & Facets Usability Testing Report

April 2022

by Tara Wood, Manager of User Experience, SWAN Library Services

## Summary

The SWAN User Experience manager conducted usability testing of mockups of the Aspen catalog to test new designs for the search filters, menus, and account dashboard in the catalog. The mockups were provided by ByWater Solutions, who supports Aspen and provides ongoing development. Participants used a provided laptop, and this test focused specifically on the desktop and laptop user experience.

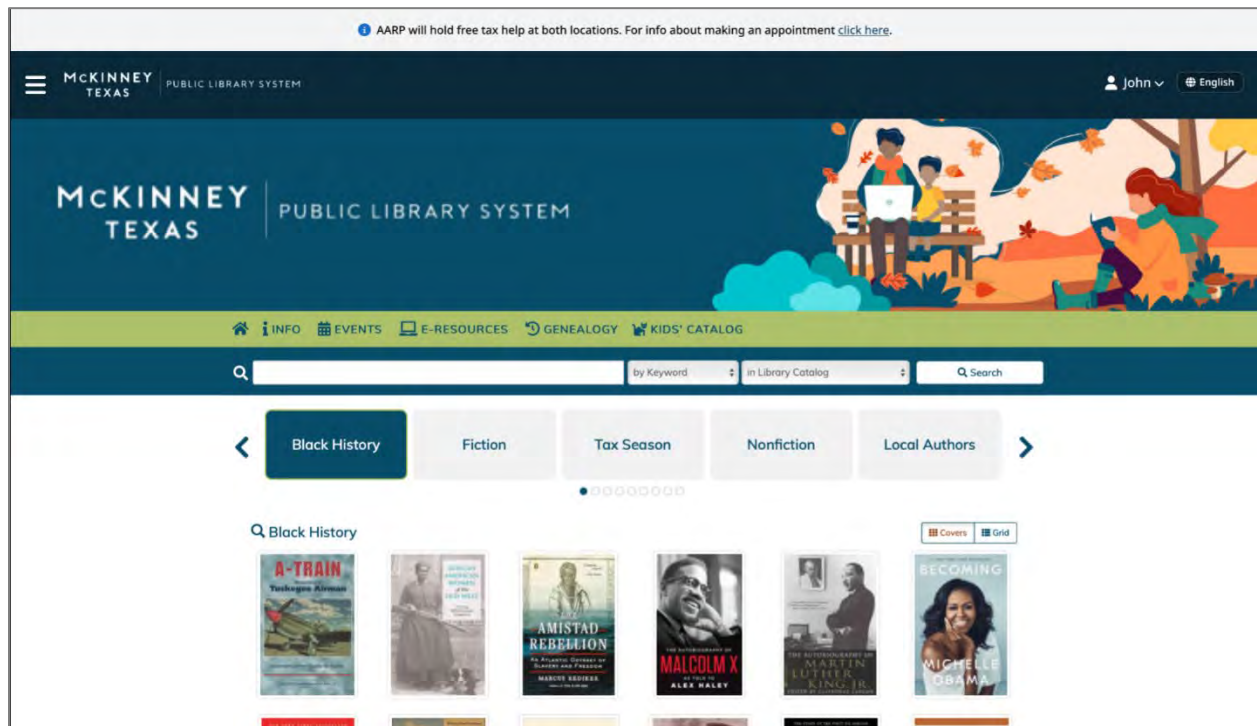


FIGURE 1 HOME PAGE MOCKUP



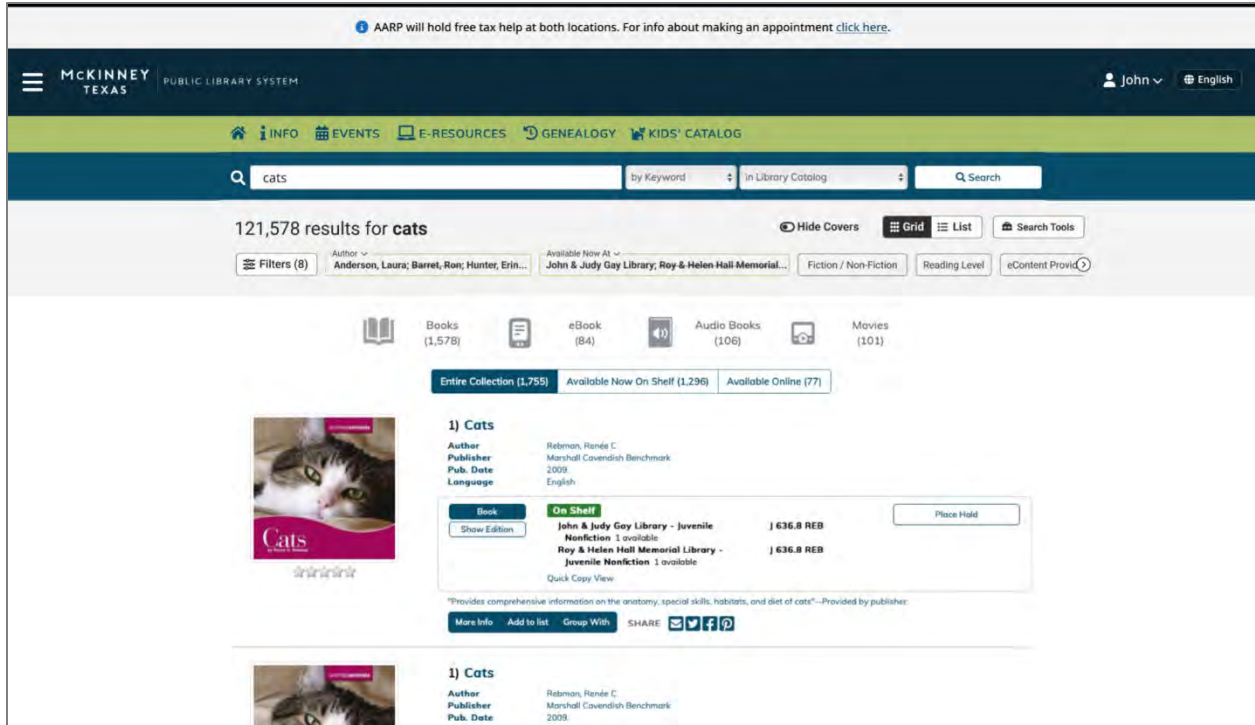
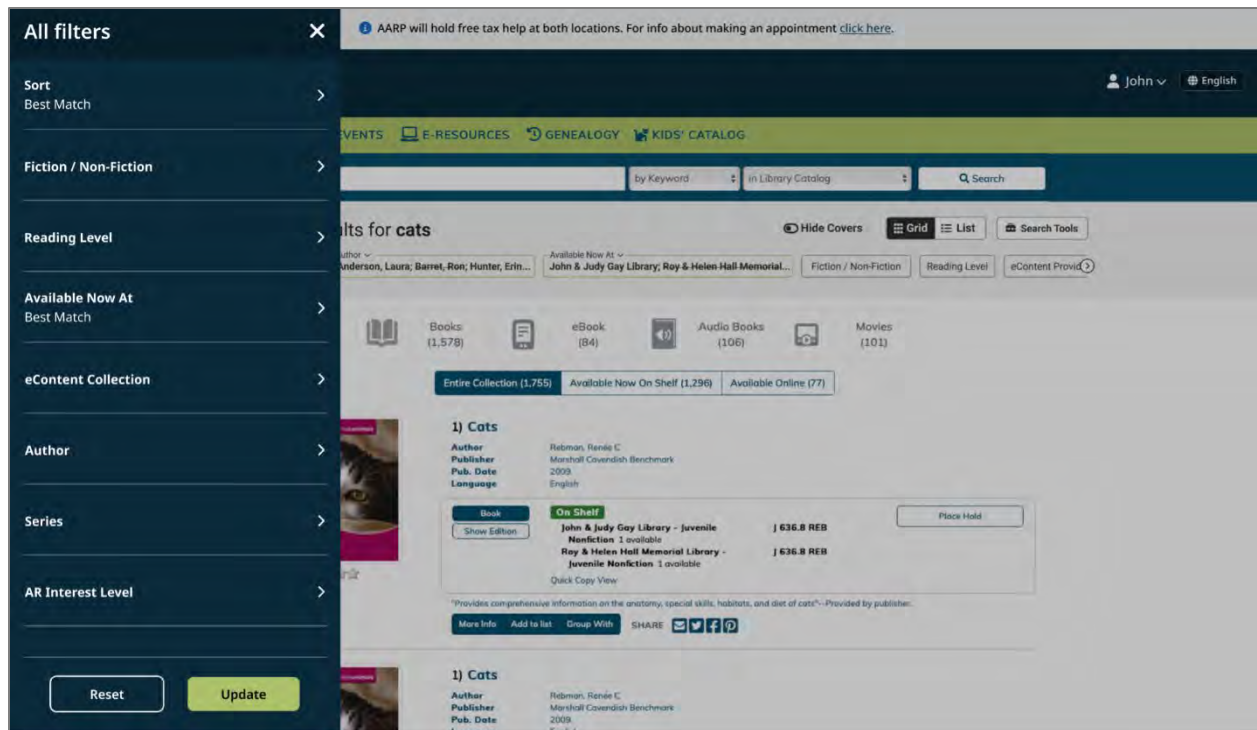


FIGURE 2 SEARCH RESULTS PAGE MOCKUP

## Key Findings

### 1) The “Filter” button and drawer interaction works well

While some participants did not find the filter button immediately, they were patrons who would never use filters in their own day-to-day use of the catalog. One of these participants noted that to search for a specific format like a CD, they would type in the artist name and “CD” into a keyword search. The participants that found the filter button found it quickly and easily – one participant that is a heavy catalog user immediately explored the filter button unprompted.



**FIGURE 3 FILTER DRAWER INTERACTION**

The fact that some participants found the filters and others didn't is in some ways a best outcome: The progressive disclosure of the filter options keeps them out of the way of the people that would never use them, while still making them easily found for the people that do.

In turn, it is also important to acknowledge the patrons that will only ever use keyword search, and consider how keyword filtering or ranking could be beneficial.

**Recommendation 1a: Further iterate and implement the new filter “drawer” design**

**Recommendation 1b: Explore ways of narrowing results using a keyword search, ensuring common keyword filters for formats, etc. are improving results**

**2) “Sort” continues to be a mental model challenge**

In past usability testing, we've seen that people struggle with both locating the sorting features and with understanding how sorting works, sometimes assuming the catalog automatically sorts in chronological order. Participants in this test - using a very different sort design - continued to struggle in the same ways. That said, participants were also able to successfully use the catalog to meet their personal needs without using a sort feature. One participant mentioned they specifically only search by a specific title, and use the “Show Editions” function if they want to make sure they get the most recent version.

**Recommendation 2: Test with audiences that would be more likely to need and use a sorting feature**

Most likely, people that would never use the sort features will continue not to use them with the new design. The priority should be to ensure that people that currently use these features heavily find the new interface continues to meet their needs – and likely library staff would be a good group to test with for this use case.

### 3) Include and exclude interactions were easy to use, but testing the horizontal filters was inconclusive

All of the participants were able to easily understand the interaction to click once to include a filter, twice to exclude, and three times to set back to “neutral”. Even participants that struggled with other aspects of the filter functionality had no issues with applying the include and exclude features.

However, it is less clear if participants understood what filters were already applied and how to use the horizontal scrolling filter features. None of the participants used the horizontal scrolling features for the filters. One participant recognized that the options shown were filters, and that they displayed some authors and libraries were crossed out, indicating they are excluded.



FIGURE 4 HORIZONTAL SCROLLING FILTERS

#### Recommendation 3: Conduct additional testing with search scenario mockups

While the interaction was easy for participants, it is not yet clear what issues could arise when patrons are using include and exclude features in real-life search scenarios. Past testing has shown that participants struggle to understand and apply filters in the ways that will return the best results for their goals, and more options are not always better.

Testing a series of mockups that follows a search from start to finish could help us see if patrons can reset their filters and understand what filters are included and excluded. Scenarios could include filtering by a series, returning no results and resetting, and adjusting currently applied filters that were included and excluded. Library staff or specifically recruited power users could be target audiences for this testing.

### 4) The “My Account” menu and dashboard worked well – once people got there

Participants struggled to find their “My Account” menu, as well as the “hamburger” menu, and most participants failed to locate these two menu options. For some, using mockups with a “fake” login name was confusing.

However, once participants got to the account drawer menu, they were able to easily find the account options and navigate to their account dashboard.

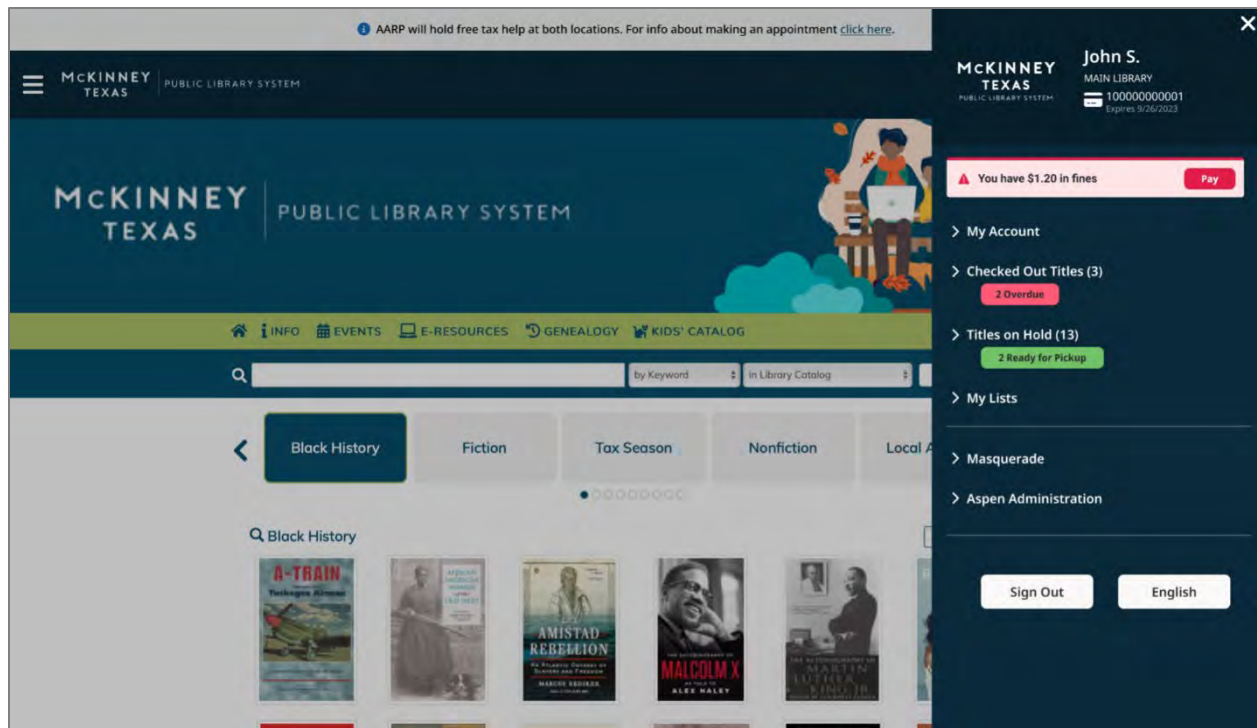


FIGURE 5 ACCOUNT DRAWER MENU

**Recommendation 4: Conduct additional testing on the account menu, using testing scenarios**

While the participants were informed they would be using mockups and not a working catalog, they were not sufficiently prepared to “pretend” during the testing. A subsequent test could provide patrons with a scenario, e.g. “Pretend that you are John Garcia, and you are a patron at X library, and you are seeing this library catalog for the first time.”

Testing mockups with and without a large header image and with and without the additional menu link options could help determine if those may be impacting the findability of the menu options.

## Methods

The SWAN User Experience Manager conducted in person usability testing of interactive mockups provided by ByWater Solutions.

For COVID-19 safety, the participants used a laptop that shared their screen through Zoom, so the moderator could maintain a safe distance and view the screen. Tests were scheduled for 30-45 minutes using the script in the Appendix.

For more information on usability testing, see:

- Moran, Kate. “Usability Testing 101,” Nielsen Norman Group, December 1, 2019, <https://www.nngroup.com/articles/usability-testing-101/>

- Krug, Steve. 2010. *Rocket Surgery Made Easy: The Do-it-yourself Guide to Finding and Fixing Usability Problems*.

## Participants

Through a brief recruitment survey posted to the Chicago Ridge Public Library catalog, potential participants were asked about their library use and experience with the catalog. One participant that was recruited did not appear for the test. Two additional participants were recruited on-the-fly by library staff. Selected participants received a \$25 gift card incentive.

Participant	Recruited	Last Use of Catalog	Is the library catalog easy to use?
A	Online	This week	Strongly agree
B	On-the-fly	This week	N/A
C	Online	I'm not sure	Strong agree
D	On-the-fly	Never	N/A
E	Online	This week	Neither agree nor disagree

## Task Completion Rates & Observations

### Comments: First impressions of the home page (Task 1)

No participants mentioned the change in the account and hamburger menu placement.

### Use the hamburger menu (Task 2)

**Pass: 1 of 5**

Only Participant E used the hamburger menu. Participant B used the hamburger menu in the browser expecting it to provide functions like signing out. Participant C was especially thrown off by the menu bar options in the mockup (Info, E-Resources, etc.) and most participants gave up looking beyond the menu bar options even with prompting.

### Find My Account dashboard (Task 3)

**Pass: 2 of 5, one passed with difficulty**

Participants were thrown off by not seeing their own names in the mockups, which at least in part may account for the low pass rate for this task. Participant A typically signs into their account through a link of the library website, and did not realize that there was an option to sign in from the catalog.

### Identify number of checkouts (Task 3a)

**Pass: 5 of 5**

While some participants had to be prompted to click on “John” (the placeholder name in the mockups), once they did they easily found their checkouts in the account flyout drawer menu as well as on the Account Dashboard.

### **Identify number of holds (Task 3b)**

**Pass: 5 of 5**

All participants easily found the number of holds and number of holds ready to pick up.

### **View my card from the dashboard (Task 3c)**

**Pass: 5 of 5**

All participants easily found their library card from the dashboard, even though the concept of a digital card was unfamiliar for most of the participants.

### **Find Your Lists on the dashboard (Task 3d)**

**Pass: 1 of 5**

All participants looked in the account pages sidebar navigation for “Lists”. Two thought that “Materials Requests” might be “Lists.” Participant C explored the Account Dashboard and the Lists area, but didn’t match the task to what they were seeing.

### **Comment: Where would you update your PIN? (Task 3e)**

4 of 5 participants expected to locate it under “Profile”. Participant B easily found this option under “Preferences & Security.” Participant E noted that they expected to click their card under “Profile” and be able to update the PIN.

### **Find Account dropdown > Sign Out (Task 3f)**

**Pass: 4 of 5, one passed with difficulty**

Participants A, B, expected to see a sign out option in the account menu navigation initially.

Participant B realized at the end of the test that “Sign Out” is usually “under my name” but looked in the browser hamburger menu during the test.

Scrolling issues for the account flyout drawer menu made it difficult for all participants to locate the “Sign Out” button since it was partially cut off.

### **Comments: Where would you add a linked account? (Task 4)**

3 participants expected to find this under “Preferences & Security,” where it is currently included in the mockup. However, Participant A navigated to this area and didn’t locate the Linked Account options on the page. 2 participants expected to find this under “Profile” and Participant A also thought it could be under “Profile” after they didn’t find it under “Preferences & Security.”

## Comments: First impressions of the search results screen (Task 5)

Participant A: Described the “setup” as being different, but noted features in the current catalog, e.g. “Available Now On Shelf.” Participants B & E noted that the results count was more prominent, and Participant E immediately noticed that the filters were collapsed and accessible via the filter button. None of the participants commented on the placement of the hamburger menu or account menu.

## Find format category buttons (Task 6)

**Pass: 5 of 5**

Participant A noticed the format category buttons, but noted they would add the format in the search, such as the name of an artist and “CD.” Participant C found the format category buttons, but thought they were results counts for each format and not a filter.

## Click Filter button (Task 7 or 9)

**Pass: 3 of 5**

Participant A noted they would always search by keywords. The concept of filtering a search was not in their mental model for using the catalog. Participant C also had to be prompted to find and use the filter button, but also didn’t seem to have used filters in the past.

## Scroll across the horizontal filters (Task 7a or 9)

**Pass: 0 of 5**

No participants attempted to scroll through the horizontal filters, using either a mouse-dragging interaction or trying to click the arrow, even when prompted to explore those options.

Participant E noted that the options were filters and that some options were clearly excluded. When interviewed, the other participants seemed less clear on what these options would do.

## Click Filters > Sort > Sort by Publication Year or Date Purchased (Task 8)

**Pass: 2 of 5, two passed with difficulty**

All participants struggled with this task, and the two that completed it required significant prompting. For participants A and C, sorting search results did not seem to be in their mental models of using results. Participant A thought the catalog already sorted by the newest first. Participant D, who had not previously used the catalog, found this option the most quickly, but Participant E, a frequent user of the catalog and filter options, thought the “added in the last” filter was best to complete this task.

## Use include, exclude, and neutral filters (Task 9a)

**Pass: 4 of 5 (1 not asked)**

Even participants that didn’t typically use filters on the catalog had no issues with the include, exclude and set-to-neutral checkbox behavior.

# Additional Comments & Observations

Participant A exclusively uses the library website to sign into their account. They also navigate to the browse categories on the home page by signing out (which directs them to the home page) then sign back in to place a hold.

Participant C noted that they did not like the menu bar options (Info, E-Resources, etc.) and that it was a distraction.

Some participants were able to easily “suspend disbelief” to use the mockups, while others struggled with using an interface where they couldn’t log in with their account, complete actual searches, etc.

## Appendix: Script

### Introduction

Hi, \_\_\_\_\_. My name is \_\_\_\_\_, and I’m going to be walking you through this session today.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

We’re here to test out mockups for some new features in the library catalog.

The first thing I want to make clear right away is that we’re testing the mockups, not you. You can’t do anything wrong here. There might be times during the test that something may not work and we will need to reset, and that is just because we’re testing mockups and not a full working catalog.

As you use the catalog, I’m going to ask you as much as possible to try to think out loud: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us. Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the catalog, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them, and if you need to take a break at any point, just let me know.

If it is okay with you we’d like to record this session – it will just be audio and your screen, no video of you. That will just help us take fewer notes.

START THE SCREEN RECORDING

### Pre-Test Questions

No pre-test questions.

### Tasks

[Open <https://www.figma.com/proto/DQf0783OgrXNNn1XtW35IS/Aspen-Mockups?node-id=101%3A33&scaling=contain&page-id=101%3A29&starting-point-node-id=101%3A33>]



Now I'm going to show you the mockups of the catalog.

- 1) Tell me about what you are seeing: what is different than you are used to seeing in the catalog?  
*(Note response)*
- 2) How would you find the library hours? *(Success: Click on the hamburger menu > Library Hours & Location)*
- 3) How would you find what you have checked out right now? *(Success: Click on name > My Account > View Dashboard)*
  - a) *(From account dropdown) Tell me about what you are seeing? (Note response – if failed task 2, direct to account menu)*
  - b) How many checkouts do you have?
  - c) How many holds do you have? How many are ready for pickup?
  - d) How would you find your library card? *(Success: View my card from the dashboard)*
  - e) How would you create a list of things to read later? *(Success: Find Your Lists on the dashboard, can't create a new list)*
  - f) How would you update your PIN? *(Note response)*
  - g) How would you sign out? *(Success: Account dropdown > Sign Out)*
- 4) Let's say you wanted to add your family member or a friend to your account so you could also pick up their library books. How would you do that?

Now I'm going to show you a different mockup of search results.

[Open <https://www.figma.com/proto/DQf0783OgrXNNn1XtW35IS/Aspen-Mockups?node-id=152%3A36&scaling=contain&page-id=101%3A29&starting-point-node-id=101%3A33>]

- 5) Tell me about what you are seeing. *(Note response)*
- 6) Let's say you'd like to narrow this search to just books. How would you do that? *(Success: Find format category buttons, not currently configured)*
- 7) Let's say you're looking for the Splat the Cat series, how would you narrow this down to just the Splat the Cat books? *(Success: Click Filters>Series or scroll across horizontal filters)*
  - a) How can you tell that you've limited to the Splat the Cat Series? *(Success: scroll across the horizontal filters)*

- 8) How would you find the newest books in this search? (*Success: Click Filters > Sort > Sort by Publication Year or Date Purchased*)
- 9) How would you narrow down to just books by the author Kathi Appelt? (*Success: the “Author” horizontal filter or Filters>Author*)
  - a) How would you exclude books by that author?
  - b) How would you reset?

## Wrap Up

Thanks, that was very helpful.

- Prompt note taker and observer to ask any questions they have
- Ask their questions, then ask any follow up questions you have

Do you have any questions for me, now that we're done?

STOP the SCREEN RECORDING

# Aspen Facets Usability Testing Report

June & July 2022

by Tara Wood, Manager of User Experience, SWAN Library Services

## Summary

The SWAN User Experience manager conducted usability testing of mockups of the Aspen catalog to test new designs for search filters functionality. Since this test was specifically focused on advanced search features with filters, we recruited library staff members as they tend to do the most complex searches in the library catalog. Mockups of desktop and mobile views were provided by ByWater Solutions, which supports Aspen and provides ongoing development.

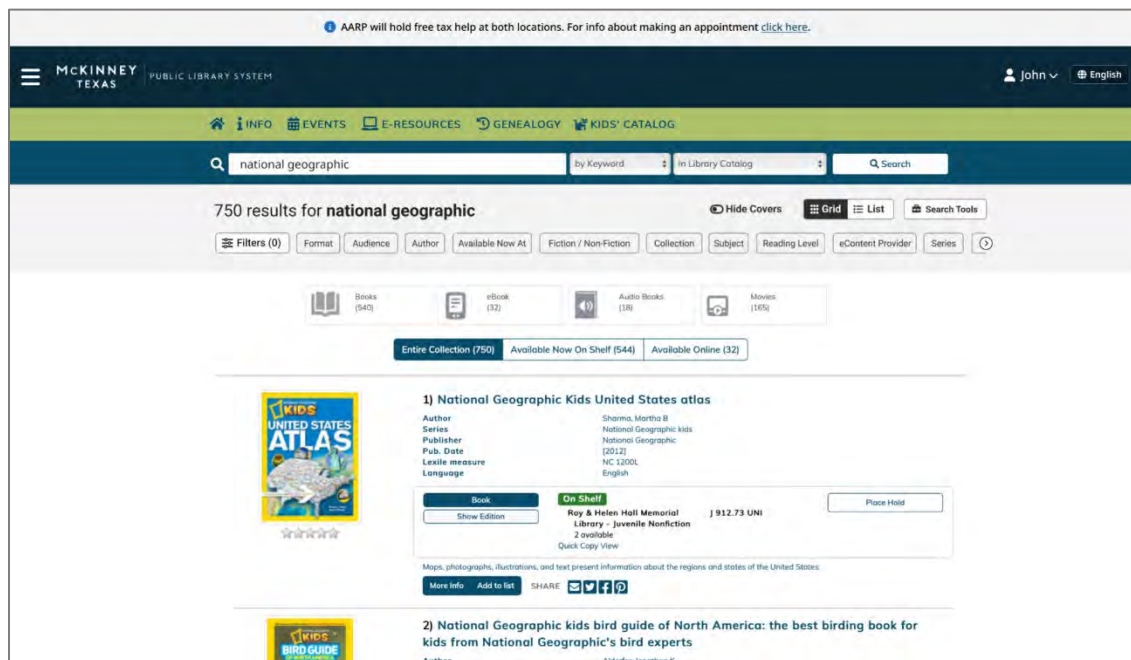


FIGURE 6 DESKTOP VIEW.

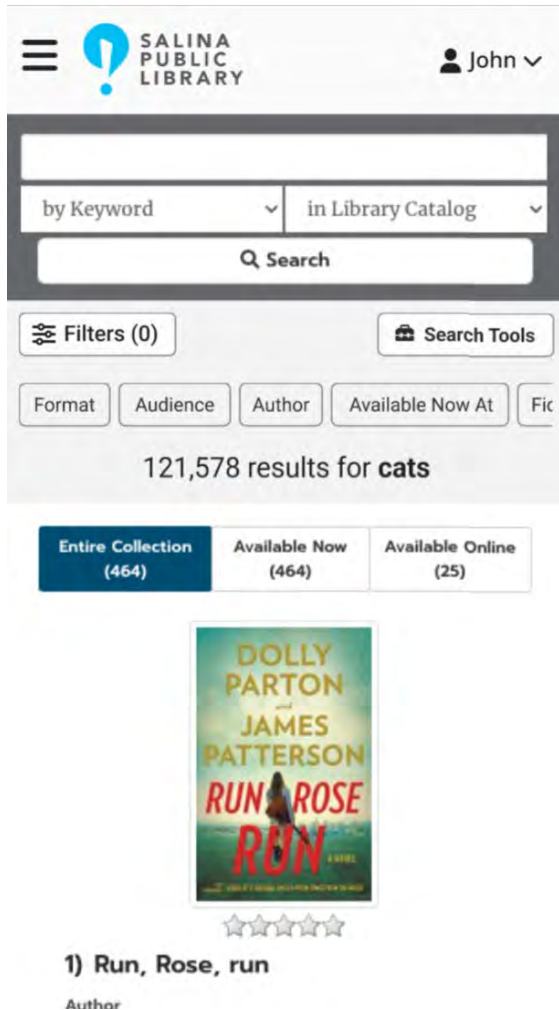


FIGURE 7 MOBILE VIEW.

## Key Findings

**1. The horizontal filter interaction works well for desktop and mobile**  
 All participants successfully used the horizontal filters in both desktop and mobile views.

While the horizontal scrolling interaction was initially a concern for the desktop view, all participants clicked on the arrow icon to view more filters – which wasn’t functional in the mockup but showed they easily identified the interaction. All participants also were able to scroll on the mobile view, even without an arrow icon displayed.

Participants were also able to successfully update filters that had been previously applied and accurately identify the filters that were currently applied. They also noted features they liked, such as the applied filters “scootch left” and the clear labels for the applied filter options, like Large Print.

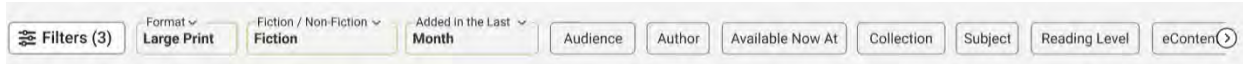


FIGURE 8 DESKTOP VIEW HORIZONTAL FILTERS.

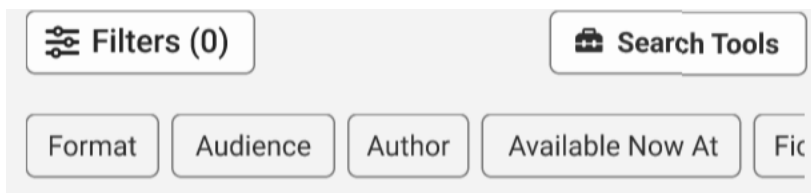


FIGURE 9 MOBILE VIEW HORIZONTAL FILTERS.

**Recommendation 1: Implement the horizontal filters**

The visual design elements and interactions – including the swiping to view more filters and stacking applied filters to the left – worked well and aligns with design trends in retail sites.

**2. “Sort by” and “Filter” are different interactions**

The placement of the “Sort By” options at the top of the filter drawer was not intuitive for most participants, though all but one found the option after clicking and hunting.



FIGURE 10 SORT BY FILTER IN THE FILTER DRAWER.

**Recommendation 2: Investigate alternatives for placement and design of the sort filter**

Participants expected a separate sort dropdown, largely because this is the current functionality in the catalog. Visually distinguishing the sort options in the filter drawer, using the current layout but different visual cues, could also be an avenue worth exploring.

### 3. Reactions to the filter drawer were mixed

Two participants strongly expressed that they preferred the filters to be always displayed on the left side of the screen, as they are in the current desktop view of the catalog. The other three participants noted that they preferred the proposed layout changes. One participant noted several major websites that all use filters on the left, and on further investigation, one – Target.com - now uses a combination of horizontal filters and progressive disclosure, though the others – Amazon.com, Zappos.com, and two others – do present filters on the left.

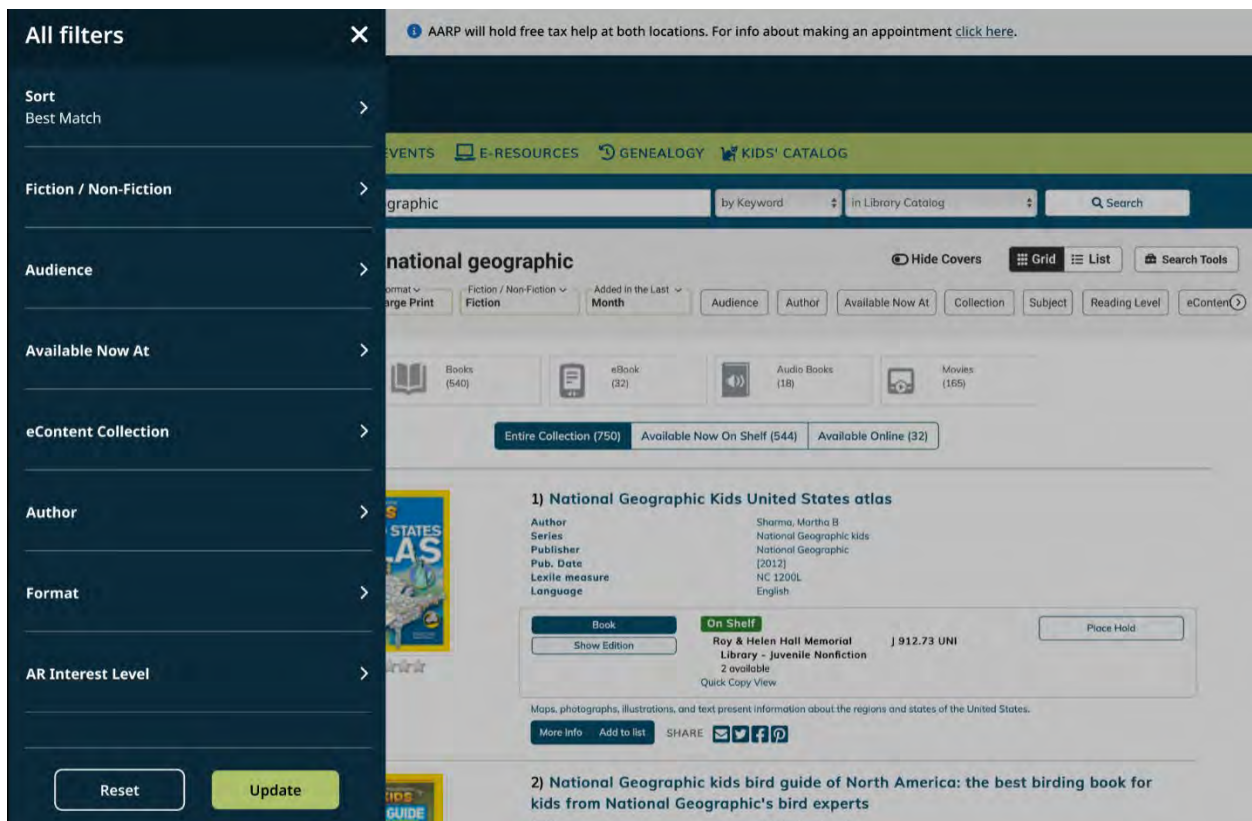
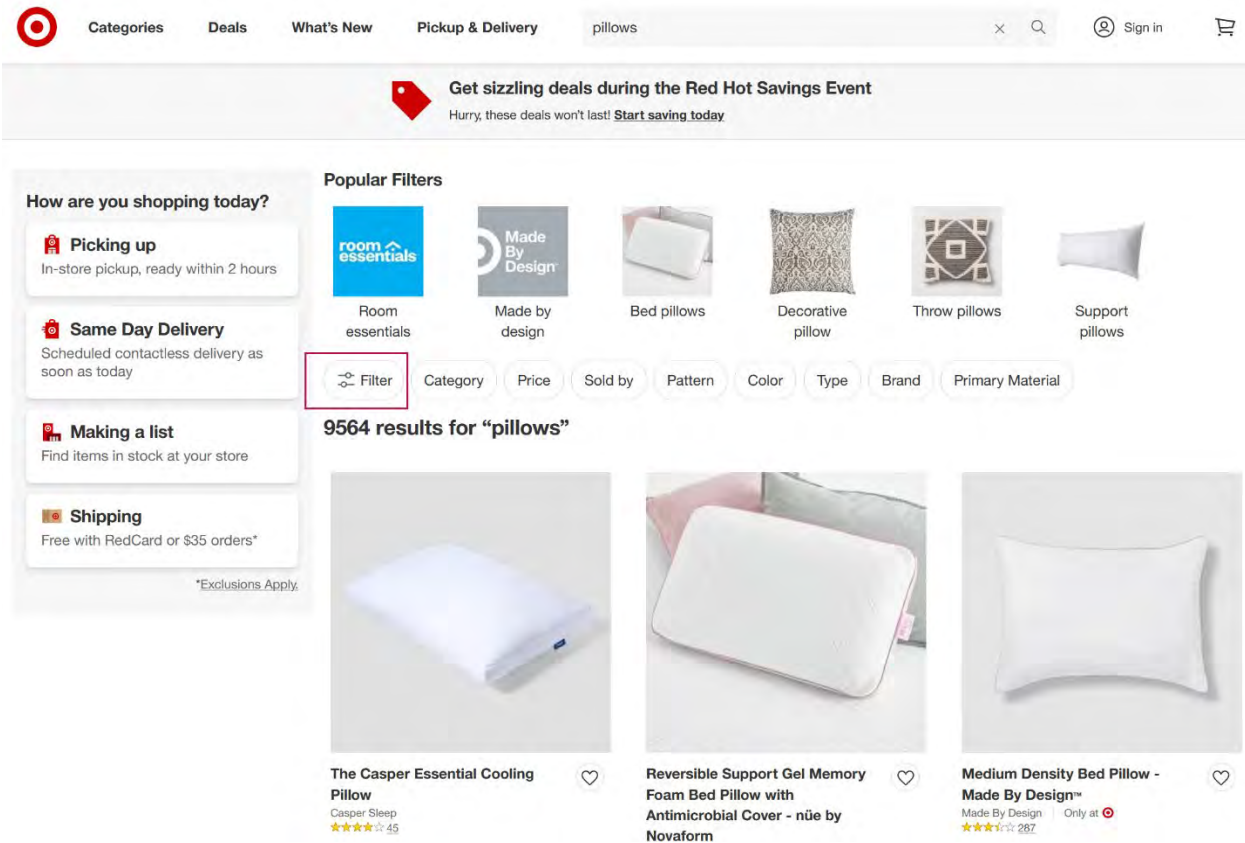


FIGURE 11 FILTER DRAWER ON DESKTOP VIEW.



**FIGURE 12 TARGET.COM FILTER BUTTON AND HORIZONTAL FILTERS.**

All participants found and used the “Filter” button to display the filter drawer. One participant didn’t initially use it on the desktop view but found it later on the mobile view. In previous testing with patrons, the patrons that used filters found them easily, and for those that would never use filters, the progressive disclosure interaction kept unnecessary options out of their way.

**Recommendation 3: Continue to pursue the filter drawer design**

Based on previous testing with patrons, and the observed usability and intuitiveness of the filter drawer interaction, development of the filter drawer design should proceed. The progressive disclosure removes visual clutter for the many patrons that do not use filters, and consistency between mobile and desktop experiences is another important usability consideration. That said, the additional click in the desktop view to display filters may be unpopular with some users, which can hopefully be offset by currently proposed additional filter enhancements that include the ability to exclude filters and search filter options, in the case of long lists of filters for subject, format, etc.

# Bugs & Issues

## No Update button for filters in the mobile view

Participants C, D, and E were not presented with the “Update” and “Cancel” options in the mobile view due to a possible bug with the mockups or browser issues. Without these options, participants were unsure if the filters automatically updated after checking the filter box. However, in desktop view all participants had the update button and were able to successfully apply filters. This issue underscored the importance of always displaying the update button above the fold.

# Methods

The SWAN User Experience Manager conducted online usability testing of interactive mockups provided by ByWater Solutions, created in Figma.

Participants used their own devices and shared their screens through Zoom. Tests were scheduled for 30 minutes using the script in the Appendix.

For more information on usability testing, see:

- Moran, Kate. “Usability Testing 101,” Nielsen Norman Group, December 1, 2019, <https://www.nngroup.com/articles/usability-testing-101/>
- Krug, Steve. 2010. *Rocket Surgery Made Easy: The Do-it-yourself Guide to Finding and Fixing Usability Problems*.

# Participants

All library staff participants were recruited through the SWAN Community Forums. All participants are members of the SWAN Discovery and User Experience Advisory Group.

Participant	Device Used
A	Surface tablet (touchscreen) with a separate keyboard and mouse.
B	Dell laptop, with built in keyboard and touch pad.
C	Windows desktop, mouse, keyboard.
D	Windows desktop, mouse, keyboard.
E	Windows laptop, mouse, keyboard.

# Task Completion Rates & Observations

## Find the filters on desktop (Task 1)

**Pass: 5 of 5**

All participants noticed the horizontal filters on the initial view of the mockups.



## Use the horizontal filters on desktop (Task 2)

**Pass: 5 of 5**

All participants successfully used the horizontal filters, and all used them first before using the filter button.

## Click arrow to scroll the horizontal filters on desktop (Task 2)

**Pass: 5 of 5**

While the arrow button wasn't functional on the mockup, all participants attempted to use it, indicating they would be able to successfully scroll through the horizontal filters with an arrow interaction.

## Use the filter button on desktop (Task 2,3, or 4)

**Pass: 4 of 5**

Participant D did not find the filter button on the desktop, but found it later in the mobile view.

## Update a filter on desktop (Task 3)

**Pass: 5 of 5**

Most participants used the horizontal filters to update, but one used the filter button to open their filters and update.

## Sort results on desktop (Task 4)

**Pass: 4 of 5**

Even though most participants found the sort options, several commented that they didn't expect to find them under "filters" and initially skimmed past the sort option in the filter drawer. One participant never found the sort, even after viewing all filters several times in mobile and desktop.

## Accurately identify the filters applied on desktop (Task 5)

**Pass: 5 of 5**

Participant C explicitly called out the count displaying on the filter button, and Participant D noted they liked that the filters displayed the options selected. Other participants noted the bold font and green outline indicated the filters applied, and Participant B noted that they liked that the filters applied "scootch left".

Two participants noted they expected to see the filters applied in the filter drawer as well as the horizontal filters.

## Use horizontal filters on mobile (Task 6)

**Pass: 5 of 5**

All participants were able to use the swipe features for the horizontal filters in the mobile view. Some participants were not able to apply filters due to a bug with the mockup, and without seeing the “Update” button they were not sure if the filters automatically applied.

## Additional Comments & Observations

Several participants commented on the sort filters:

- “Boy that is not intuitive at all. To have to reopen those filters again – I don’t think of those as the same. One is for narrowing down and one is for sorting. I think that’s pretty frustrating to have to go to the same place for those.” – Participant A
- “The only thing I felt like I was missing is the sort by. Which it was there. It didn’t feel as obvious to me. That could also be change. I’m not distraught.” - Participant E

There were some mixed opinions of the drawer functionality as well:

- “ Not having the sidebar with filters on desktop was extremely visually distracting... I’m so trained by the internet to look for filter options on the left side of the screen that not having there I kept being like, wait no, its not there. So I thought that was really weird. The places I shop most often – Target, Amazon... – filters are on the side.” – Participant A
- “I like them on the left. That is where we’re used to the filters being.” – C
- “ I feel like in Aspen we have a lot on the left hand side, now it’s kind of nice this is a little more centered.” – Participant E

Reactions to the horizontal filters were largely positive:

- “Especially in the mobile display, I do like the filters at the top...I like there isn’t some window that reappears and disappears, weird dropdown menus. I do like that.” – Participant B
- “Do like the filters at the top. Think it looks better. Going between desktop and mobile is more similar.” – Participant D

Participant C also noted that the filter category buttons did not appear on the mobile view, but these were just missing from the mockup. Participants A and E noted they expected the applied filters to appear in the filter drawer, which was also just missing from the mockup and is a planned feature.

## Appendix: Script

### Introduction

Hi, \_\_\_\_\_. My name is \_\_\_\_\_, and I’m going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

We're here to test out mockups for some new features in the library catalog. I want to make clear right away is that we're testing the mockups, not you. The mockups will not have the full functionality of the catalog, so there might be times during the test that something may not work and we will need to reset, and that is just because we're testing mockups and not a full working catalog.

As you use the mockups, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help. Don't worry that you will hurt my feelings. I want to make sure I'm passing along good feedback to the designer to improve the catalog for everyone.

If you have any questions or if you need take a break at any point, just let me know.

If it is okay with you I'd like to record this session – it will just be audio and your screen, no video of your face.

START THE SCREEN RECORDING

## Pre-Test Questions

What device are you using?

## Tasks

Link for 1-5: <https://www.figma.com/proto/DQf0783OgrXNNn1XtW35IS/Aspen-Mockups?node-id=510%3A204&scaling=scale-down&page-id=509%3A203&starting-point-node-id=510%3A204>

Link for 6: <https://www.figma.com/proto/DQf0783OgrXNNn1XtW35IS/Aspen-Mockups?node-id=601%3A1106&page-id=509%3A203&starting-point-node-id=601%3A1106>

Now I'm going to show you the mockups of the catalog.

1. Tell me about what you are seeing: what is different than you are used to seeing in the catalog?
  - a. I want to point out there are no scroll bars on the mockups, so you might take a minute to get a feel for how to scroll. You can click and drag your mouse or if you have a touch screen you can swipe.
2. You are creating a new browse category for your library catalog. You want it to include fiction large print books added to the catalog in the last month. How would you create that search?
3. Let's say you were hoping to get more titles. Change your search to include fiction large print books added in the last 6 months instead.
4. Can you sort these results by date added?
5. How can you tell what filters are currently applied to your results?
6. I'm going to show one more screen. This time we're pretending you are on your phone. How would you search for large print fiction here?

## Wrap Up

Thanks, that was very helpful. Do you have any questions for me, now that we're done?

STOP the SCREEN RECORDING

**SWAN**  
**Calendar-Timetable of Deadlines and Board Action Requirements**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
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**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
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 (Bloomingtondale)	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 (Bloomingtondale)	Review/Write Off Allowance for Doubtful Accounts
		RAILS provides FY24 consortial support grant applications to consortia.
		Director Evaluation - Provide results and discuss (Executive Session).
Thursday, June 30, 2022		OCLC State-wide Group Services Agreement Ends
Friday, July 1, 2022		SWAN FY23 Budget goes into effect
		FY23 RAILS LLSAP grant payments and in-kind services begin
Friday, July 15, 2022	Regular SWAN Board Meeting	Elect Officers: President, VP, Treasurer, Secretary & Complete Signature Card Changes for Bank Accounts. OMA Officers must complete training. Nominate for committees. Board self-evaluation.
Sunday, July 31, 2022		FY23 LLSAP Grant semiannual report due to RAILS
Friday, August 19, 2022	SWAN Expo	Annual conference at Moraine Valley Community College
Friday, August 19, 2022	Regular SWAN Board Meeting	If needed
Thursday, September 1, 2022	SWAN Quarterly Meeting	Introduce new SWAN Board members
Friday, September 16, 2022	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
Friday, October 21, 2022	Regular SWAN Board Meeting	Aaron begins work on FY24 budget, brings questions to SWAN Board if needed.
Friday, November 18, 2022	Regular SWAN Board Meeting	Board accepts FY22 audit.
		Aaron to bring FY24 Budget draft; Board discuss Fees and determines next steps
		Set Board approves meeting dates for 2023 calendar
Thursday, December 1, 2022	SWAN Quarterly Meeting	
Friday, December 16, 2022	Regular SWAN Board Meeting	Review of FY24 Budget Draft. Approve FY24 LLSAP grant agreement
January 2023 (TBD)	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
Friday, January 20, 2023	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
Tuesday, January 31, 2023		FY23 LLSAP Grant semiannual reports due to RAILS
February 2023 (TBD)	SWAN Committee of the Whole Meeting	Meeting to discuss FY24 budget, fees, and reserves worksheet.

**SWAN**  
**Calendar-Timetable of Deadlines and Board Action Requirements**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
Friday, February 17, 2023	Regular SWAN Board Meeting	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.
Thursday, March 2, 2023	SWAN Quarterly Meeting	Approval vote on FY24 budget
Friday, March 17, 2023	Regular SWAN Board Meeting	Ratify budget. Determine if Personnel Committee meeting is needed.
Friday, April 21, 2023	Regular SWAN Board Meeting	Review and approve Board Self Evaluation Form; assign date for completion.
Friday, May 19, 2023	Regular SWAN Board Meeting	Review Board Self-Evaluation Results.
Thursday, June 1, 2023	SWAN Quarterly Meeting	
Friday, June 16, 2023	Regular SWAN Board Meeting	Review/Write Off Allowance for Doubtful Accounts

## SWAN Governance Meeting Schedule 2022-2023

Friday, July 15, 2022	Regular SWAN Board Meeting
Friday, August 19, 2022	Regular SWAN Board Meeting
Thursday, September 1, 2022	SWAN Quarterly Meeting
Friday, September 16, 2022	Regular SWAN Board Meeting
Friday, October 21, 2022	Regular SWAN Board Meeting
Friday, November 18, 2022	Regular SWAN Board Meeting
Thursday, December 1, 2022	SWAN Quarterly Meeting
Friday, December 16, 2022	Regular SWAN Board Meeting
Friday, January 20, 2023	Regular SWAN Board Meeting
Friday, February 17, 2023	Regular SWAN Board Meeting
Thursday, March 2, 2023	SWAN Quarterly Meeting
Friday, March 17, 2023	Regular SWAN Board Meeting
Friday, April 21, 2023	Regular SWAN Board Meeting
Friday, May 19, 2023	Regular SWAN Board Meeting
Thursday, June 1, 2023	SWAN Quarterly Meeting
Friday, June 16, 2023	Regular SWAN Board Meeting



June 21, 2022

**TO: LLSAP Sustainability Working Group**

**FROM: Deirdre Brennan, RAILS Executive Director  
Anne Slaughter, RAILS Director of Technology Services**

**SUBJECT: LLSAP Sustainability Working Group Decision**

I apologize for the long delay since we last met. It has been extremely difficult to find a meeting date that worked for a majority of working group members. Since we met, Anne and I have spent a lot of time reviewing the consultant proposals related to the possible development of a statewide ILS and developing next steps for the group. We also had the opportunity to talk with Greg McCormick, Leslie Bednar, and other colleagues to get their opinions about the proposals and the potential for a statewide ILS. We had hoped to be able to have a conversation with the working group about the conclusions we have reached but given the difficulty of scheduling a meeting decided to send this memo. The conversations at the LSWG have been very helpful in clarifying our thinking about the nature of the financial sustainability problem and potential solutions. Five things have become clear:

- Except for RSA, the LLSAPs are independent organizations that depend to a varying extent on financial support from RAILS. PrairieCat's finances are not as robust as the other independent LLSAPs, but they have made steady and important progress and have plans in place to make even more progress in the upcoming year.
- The suggestion for the development of stronger Catalog Membership Grant criteria is an excellent one that we are already working on and will incorporate going forward. The associated development of RAILCAR will also assist in ensuring financial stability and sustainability for the LLSAPs and their members.
- The conversations about Find More Illinois in our working group meetings were very helpful. As a result of your suggestions, FMI now offers a complete resource sharing solution for RAILS libraries that cannot afford or choose not to join an LLSAP. It can also serve as a resource sharing link among existing consortia. We have a responsibility to provide all our member libraries with equitable services including access to an affordable resource sharing platform and think FMI is the way forward.

- Finally, RAILS libraries do not need another ILS and we don't need consultants to identify barriers to resource sharing and the reasons why libraries don't join an LLSAP; we are all too familiar with the political and economic issues that affect libraries in RAILS (and throughout Illinois).
- Accordingly, we will turn our focus to RSA and their transition to independence, and to the robust development of FMI for all libraries that need this service.

As you know, RAILS serves more than 1200 member libraries and no two of them are alike in their resource sharing needs. We always focus on how best to provide equitable and sustainable resource sharing services to all our members, and practice excellent stewardship of tax dollars. We will share this memo with the Consortia Committee at its July 18 meeting as the results of the LLSAP Sustainability Working Group discussions. We thank the working group for your assistance in identifying the appropriate path forward working group for your assistance in identifying the path forward.



## SWAN Administrators' & Directors' Quarterly Meeting

September 1, 2022

10:00 a.m. – 12:00 p.m.

Oak Brook Public Library

600 Oak Brook Road, Oak Brook, IL 60523

Meeting Room

Or join the live stream of the meeting

<https://us06web.zoom.us/j/84651843637?pwd=WVErT0dSU3VabExYRTBHK2IPdjh0Zz09>

Meeting ID: 846 5184 3637

Passcode: 984093

### Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Action Item – Approval of the June 2, 2022 Quarterly meeting minutes
5. Information Item – EBSCO Stats Review
6. Information Item – MessageBee Proposal
7. Information Item— GIS Review (hopefully ready)
8. Information Item— Directors Orientation
9. Information Item—
10. Discussion Item –
11. Announcements and Questions
12. Next meeting: December 1, 2022

### Meeting Information

Member Comment after each agenda item. The Quarterly Meeting will be live streamed via GoToMeeting. The URL below is specific to the date of the meeting. Please join the meeting from your computer, tablet, or smartphone.

SWAN Quarterly Meeting of Directors and Administrators.

Join Zoom Meeting

<https://us06web.zoom.us/j/84651843637?pwd=WVErT0dSU3VabExYRTBHK2IPdjh0Zz09>

Meeting ID: 846 5184 3637

Passcode: 984093

One tap mobile

+13126266799,,84651843637#,,,,\*984093# US (Chicago)

+19292056099,,84651843637#,,,,\*984093# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 929 205 6099 US (New York)

+1 301 715 8592 US (Washington DC)

+1 669 900 6833 US (San Jose)

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

Meeting ID: 846 5184 3637

Passcode: 984093

Find your local number: [https://us06web.zoom.us/u/keI2kuqd2w](https://us06web.zoom.us/j/84651843637?pwd=WVErT0dSU3VabExYRTBHK2IPdjh0Zz09)