SWAN BOARD MEETING AGENDA

September 16, 2022 9:30 a.m.

Thomas Ford Memorial Library
800 Chestnut Street
Western Springs, IL 60558-1430

1. Call to Order, Roll Call

2. Introduction of Visitors/Public Comment

    Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the September 16, 2022 SWAN Board Meeting Agenda

    RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SEPTEMBER 16, 2022 SWAN BOARD
    MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, July 2022 (Exhibit pgs. 3-18)

    a. Balance sheet and detail of expenditures for July 2022
    b. Approval of the payment of bills for July 1, 2022 through July 31, 2022 in the amount of
        $115,723.10
        RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JULY 1
        THROUGH JULY 31, 2022 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF
        EXPENDITURES FOR JULY 2022

5. Action Item – Approval of SWAN Financials, August 2022 (Exhibit pgs. 19-29)

    a. Balance sheet and detail of expenditures for August 2022
    b. Approval of the payment of bills for August 1, 2022 through August 31, 2022 in the
        amount of $351,005.96
        RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR AUGUST 1
        THROUGH AUGUST 31, 2022 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF
        EXPENDITURES FOR AUGUST 2022

6. Action Item – Acceptance of the July 15, 2022 SWAN Board Meeting Minutes (Exhibit pgs. 30-33)

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

7. Reports
   a. Board President Report
   b. Executive Director Report (Exhibit pgs. 37-43))
   c. Operations Report   (Exhibit pgs. 44-71)
   d. Treasurer Report
   e. Board Calendar   (Exhibit pgs 34-36)

8. Discussion Item—SWAN proposal on MessageBee service with Unique Management Services

9. Information Item – Review budget process timetable (Exhibit pgs. 72-73)

10. Adjournment

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

SWAN Board Member	Library	Office	Term Expires
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 2023
Jennifer Cottrill	Midlothian Public Library	Vice-president	July 1, 2023
Dorothy Koll	Acorn Public Library District		July 1, 2024
Tim Jarzemsky	Bloomindale Public Library	Treasurer	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	Secretary	July 1, 2025

SWAN Library Services
Balance Sheet
As of July 31, 2022

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	$ 1,148,904.66
Hinsdale Bank - MM - 5010	987,000.24
Propay Funds	$ 42.86
Total Cash and Cash Equivalents	$ 2,135,947.76
Current Assets	
Accounts Receivable	776,322.00
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Spares Inventory	1,732.50
Total Current Assets	$ 801,521.58
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(346,583.95)
Total Capital Assets, net	$ 21,194.91
Total Assets	$ 2,958,664.25
LIABILITIES	
Current Liabilities	
Deferred Revenue	$ 1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	27,405.59
Accrued Payroll	40,906.76
Compensated Absences	108,060.39
Lease Payable	39,788.11
Total Current Liabilities	$ 217,980.35
Long Term Liabilities	
Total Liabilities	$ 217,980.35
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,439,677.79
Total Beginning Net Assets	2,464,479.79
Current YTD Net Income	276,204.11
Total Fund Balance	2,740,683.90
Total Liabilities and Fund Balances	$ 2,958,664.25

Statement of Revenue and Expenses Summary
For the 1 Month Ended July 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$746,225.75	$746,225.75	$3,003,359.00	$ 2,257,133.25	24.85%
4100 - Membership Reimbursements	434,128.92	434,128.92	445,686.00	11,557.08	97.41%
4200 - Reimbursement for Losses	8,398.01	8,398.01	50,000.00	41,601.99	16.80%
4300 - Grant Revenue	-	-	527,381.00	527,381.00	0.00%
4400 - Registration & Event Receipts	240.00	240.00	12,000.00	11,760.00	2.00%
4500 - Investment & Interest	1,343.68	1,343.68	1,000.00	(343.68)	134.37%
4600 - Reserve Fund Transfer	-	-	34,000.00	34,000.00	0.00%
Total Revenue	1,194,712.42	1,194,712.42	4,143,426.00	2,948,713.58	28.83%
Expenses					
5000 - Salaries & Wages	102,060.04	102,060.04	1,546,800.00	1,444,739.96	6.60%
5020 - Personnel Benefits	30,343.87	30,343.87	494,900.00	464,556.13	6.13%
5100 - Building & Grounds	11,517.20	11,517.20	124,270.00	112,752.80	9.27%
5200 - Professional Development	-	-	20,000.00	20,000.00	0.00%
5300 - Membership Development	-	-	3,900.00	3,900.00	0.00%
5400 - Information & Technology Services	745,581.30	745,581.30	1,238,600.00	493,018.70	60.20%
5500 - General Office	237.65	237.65	2,100.00	1,862.35	11.32%
5600 - Hardware & Equipment	212.65	212.65	55,800.00	55,587.35	0.38%
5700 - Insurance	2,743.00	2,743.00	11,100.00	8,357.00	24.71%
5800 - Contractual Services	10,904.65	10,904.65	70,200.00	59,295.35	15.53%
5900 - Library Materials & Content	12,601.09	12,601.09	564,006.00	551,404.91	2.23%
6000 - Interest & Fees	358.36	358.36	5,050.00	4,691.64	7.10%
6100 - Other Expenses	-	-	3,607.00	3,607.00	0.00%
Total Expenses	918,508.31	918,508.31	4,147,033.00	3,228,524.69	22.15%
Excess Revenues less Expenses	$ 276,204.11	$ 276,204.11	$ (3,607.00)	$ (279,811.11)	

Statement of Revenue and Expenses
For the 1 Month Ended July 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 746,225.75	$ 746,225.75	$ 2,999,659.00	$ 2,253,433.25	24.88%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	434,128.92	434,128.92	445,686.00	11,557.08	97.41%
4220 - Reimbursement Losses for Resource Sharing	8,398.01	8,398.01	50,000.00	41,601.99	16.80%
4240 - E-Commerce Transactions	4,376.06	4,376.06	70,000.00	65,623.94	6.25%
4310 - RAILS Support to SWAN	0.00	0.00	527,381.00	527,381.00	0.00%
4499 - Annual Conference Receipts	240.00	240.00	12,000.00	11,760.00	2.00%
4510 - Interest Income	1,343.68	1,343.68	1,000.00	(343.68)	134.37%
4600 - Reserve Fund Transfer	0.00	0.00	34,000.00	34,000.00	0.00%
Total Revenue	1,194,712.42	1,194,712.42	4,143,426.00	2,948,713.58	28.83%
Expenses					
5000 - Salaries & Wages	102,060.04	102,060.04	1,546,800.00	1,444,739.96	6.60%
5021 - FICA Expense	7,520.15	7,520.15	118,400.00	110,879.85	6.35%
5023 - Worker's Compensation	973.00	973.00	3,900.00	2,927.00	24.95%
5024 - Retirement Benefits	9,596.46	9,596.46	140,900.00	131,303.54	6.81%
5025 - Health, Dental, Life And Disability Insurance	12,044.26	12,044.26	228,800.00	216,755.74	5.26%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	210.00	210.00	400.00	190.00	52.50%
5110 - Rent/Lease	9,774.34	9,774.34	113,160.00	103,385.66	8.64%
5120 - Utilities	1,405.36	1,405.36	5,700.00	4,294.64	24.66%
5130 - Property Insurance	160.50	160.50	650.00	489.50	24.69%
5140 - Repairs & Maintenance	177.00	177.00	1,560.00	1,383.00	11.35%
5150 - Custodial Service & Supplies	0.00	0.00	3,200.00	3,200.00	0.00%
5210 - Conference Travel	0.00	0.00	6,000.00	6,000.00	0.00%
5220 - Staff Meetings	0.00	0.00	400.00	400.00	0.00%
5230 - Staff Professional Development	0.00	0.00	6,800.00	6,800.00	0.00%
5240 - Professional Association Membership Dues	0.00	0.00	2,500.00	2,500.00	0.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	0.00	3,500.00	3,500.00	0.00%
5310 - Travel Reimbursement	0.00	0.00	1,400.00	1,400.00	0.00%
5330 - Library Professional Development	1,948.50	1,948.50	6,700.00	4,751.50	29.08%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5420 - Application Software Licensing	3,339.49	3,339.49	20,600.00	17,260.51	16.21%
5430 - Server Software Licensing	14,615.98	14,615.98	96,600.00	81,984.02	15.13%
5440 - Library Services Platform	625,590.20	625,590.20	985,700.00	360,109.80	63.47%
5450 - Data Management Services	7,451.03	7,451.03	30,500.00	23,048.97	24.43%
5460 - Information Subscription Service	73,652.63	73,652.63	77,100.00	3,447.37	95.53%
5470 - Subscription Support Services	461.06	461.06	7,700.00	7,238.94	5.99%
5480 - Telecommunications	334.89	334.89	14,500.00	14,165.11	2.31%
5490 - Group Purchases - Services	20,136.02	20,136.02	5,900.00	(14,236.02)	341.29%
5510 - Office Supplies	78.15	78.15	1,500.00	1,421.85	5.21%
5520 - Postage	159.50	159.50	600.00	440.50	26.58%
5610 - Equipment Rental/Maintenance	212.65	212.65	3,700.00	3,487.35	5.75%
5620 - Hardware	0.00	0.00	40,000.00	40,000.00	0.00%
5690 - Group Purchases - Hardware	0.00	0.00	12,100.00	12,100.00	0.00%
5700 - Insurance	2,743.00	2,743.00	11,100.00	8,357.00	24.71%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	1,030.00	1,030.00	18,900.00	17,870.00	5.45%
5830 - Consulting	6,000.00	6,000.00	19,200.00	13,200.00	31.25%
5840 - Payroll Service Fees	311.71	311.71	4,800.00	4,488.29	6.49%
5860 - Notification & Collection	3,435.44	3,435.44	16,900.00	13,464.56	20.33%

Statement of Revenue and Expenses
For the 1 Month Ended July 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5870 - Recruitment	127.50	127.50	0.00	(127.50)	0.00%
5899 - Annual Conference Facility Contract	0.00	0.00	8,900.00	8,900.00	0.00%
5910 - Print Materials	0.00	0.00	5,000.00	5,000.00	0.00%
5920 - Reimburse for Resource Sharing	8,286.70	8,286.70	50,000.00	41,713.30	16.57%
5930 - Electronic Resources	0.00	0.00	10,000.00	10,000.00	0.00%
5940 - E-Commerce Payment Transactions	4,314.39	4,314.39	70,000.00	65,685.61	6.16%
5990 - Group Purchases - Content	0.00	0.00	429,006.00	429,006.00	0.00%
6010 - Bank Fees	358.36	358.36	4,700.00	4,341.64	7.62%
6020 - Merchant Account Fees	0.00	0.00	50.00	50.00	0.00%
6099 - Annual Conference Merchant Fees	0.00	0.00	300.00	300.00	0.00%
6110 - Depreciation	0.00	0.00	3,607.00	3,607.00	0.00%
Total Expenses	918,508.31	918,508.31	4,147,033.00	3,228,524.69	22.15%
Excess Revenues less Expenses	$ 276,204.11	$ 276,204.11	$ (3,607.00)	$ (279,811.11)	

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				8968	07/12/22	24.35
5940	E-Commerce Payment Transactions	Acorn Public Library	24.35			
Batavia Public Library				8969	07/12/22	117.66
5940	E-Commerce Payment Transactions	Batavia Public Library	117.66			
Berwyn Public Library				8970	07/12/22	18.82
5940	E-Commerce Payment Transactions	Berwyn Public Library	18.82			
Bloomingdale Public Library				8971	07/12/22	25.29
5940	E-Commerce Payment Transactions	Bloomingdale Public Library	25.29			
Blue Island Public Library				8972	07/12/22	25.85
5940	E-Commerce Payment Transactions	Blue Island Public Library	25.85			
Broadview Public Library District				8973	07/12/22	15.11
5940	E-Commerce Payment Transactions	Broadview Public Library District	15.11			
Carol Stream Public Library				8974	07/12/22	315.31
5940	E-Commerce Payment Transactions	Carol Stream Public Library	315.31			
Chicago Heights Public Library				8975	07/12/22	5.33
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	5.33			
Cicero Public Library				8976	07/12/22	33.46
5940	E-Commerce Payment Transactions	Cicero Public Library	33.46			
Clarendon Hills Public Library				8977	07/12/22	37.92
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	37.92			
Crestwood Public Library District				8978	07/12/22	12.83
5940	E-Commerce Payment Transactions	Crestwood Public Library District	12.83			
Elmwood Park Public Library				8979	07/12/22	39.88
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	39.88			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Flossmoor Public Library				8980	07/12/22	113.15
5940	E-Commerce Payment Transactions	Flossmoor Public Library	113.15			
Forest Park Public Library				8981	07/12/22	23.57
5940	E-Commerce Payment Transactions	Forest Park Public Library	23.57			
Franklin Park Public Library District				8982	07/12/22	16.05
5940	E-Commerce Payment Transactions	Franklin Park Public Library District	16.05			
Geneva Public Library District				8983	07/12/22	268.59
5940	E-Commerce Payment Transactions	Geneva Public Library District	268.59			
Glen Ellyn Public Library				8984	07/12/22	131.97
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	131.97			
Glenside Public Library				8985	07/12/22	16.06
5940	E-Commerce Payment Transactions	Glenside Public Library	16.06			
Grande Prairie Public Library				8986	07/12/22	45.89
5940	E-Commerce Payment Transactions	Grande Prairie Public Library	45.89			
Hinsdale Public Library				8987	07/12/22	64.52
5940	E-Commerce Payment Transactions	Hinsdale Public Library	64.52			
Hodgkins Public Library District				8988	07/12/22	5.80
5940	E-Commerce Payment Transactions	Hodgkins Public Library District	5.80			
Itasca Community Library				8989	07/12/22	23.66
5940	E-Commerce Payment Transactions	Itasca Community Library	23.66			
Lansing Public Library				8990	07/12/22	9.41
5940	E-Commerce Payment Transactions	Lansing Public Library	9.41			
Linda Sokol Francis Brookfield Library				8991	07/12/22	102.37
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	102.37			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Lyons Public Library				8992	07/12/22	34.37
5940	E-Commerce Payment Transactions	Lyons Public Library - May $33 less $2.10 fees = $3.47	3.47			
5940	E-Commerce Payment Transactions	Lyons Public Library	30.90			
Matteson Public Library				8993	07/12/22	209.48
5940	E-Commerce Payment Transactions	Matteson Public Library	209.48			
Melrose Park Public Library				8994	07/12/22	28.60
5940	E-Commerce Payment Transactions	Melrose Park Public Library	28.60			
Messenger Public Library of North Aurora				8995	07/12/22	15.06
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	15.06			
Nancy L. McConathy Public Library District				8996	07/12/22	13.16
5940	E-Commerce Payment Transactions	Nancy L. McConathy Public Library District	13.16			
Oak Brook Public Library				8997	07/12/22	216.36
5940	E-Commerce Payment Transactions	Oak Brook Public Library	216.36			
Oak Lawn Public Library				8998	07/12/22	199.34
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	199.34			
Oak Park Public Library				8999	07/12/22	910.88
5940	E-Commerce Payment Transactions	Oak Park Public Library	910.88			
Park Forest Public Library				9000	07/12/22	20.72
5940	E-Commerce Payment Transactions	Park Forest Public Library	20.72			
River Forest Public Library				9001	07/12/22	19.68
5940	E-Commerce Payment Transactions	River Forest Public Library	19.68			
River Grove Public Library District				9002	07/12/22	13.40
5940	E-Commerce Payment Transactions	River Grove Public Library District	13.40			
St. Charles Public Library District				9003	07/12/22	484.82

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5940	E-Commerce Payment Transactions	St. Charles Public Library District	484.82			
Sugar Grove Public Library District				9004	07/12/22	366.84
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	366.84			
Town & Country Public Library District				9005	07/12/22	31.17
5940	E-Commerce Payment Transactions	Town & Country Public Library District	31.17			
University Park Public Library District				9006	07/12/22	10.58
5940	E-Commerce Payment Transactions	University Park Public Library District	10.58			
Villa Park Public Library				9007	07/12/22	141.07
5940	E-Commerce Payment Transactions	Villa Park Public Library	141.07			
Westmont Public Library				9008	07/12/22	72.49
5940	E-Commerce Payment Transactions	Westmont Public Library	72.49			
Woodridge Public Library				9009	07/12/22	33.52
5940	E-Commerce Payment Transactions	Woodridge Public Library	33.52			
Alsip-Merrionette Park Public Library				9010	07/13/22	447.03
5920	Reimburse for Resource Sharing	Alsip-Merrionette Park Public Library	447.03			
Batavia Public Library				9011	07/13/22	190.03
5920	Reimburse for Resource Sharing	Batavia Public Library	190.03			
Bedford Park Public Library District				9012	07/13/22	39.00
5920	Reimburse for Resource Sharing	Bedford Park Public Library District	39.00			
Bellwood Public Library				9013	07/13/22	94.99
5920	Reimburse for Resource Sharing	Bellwood Public Library	94.99			
Bensenville Community Public Library District				9014	07/13/22	260.68
5920	Reimburse for Resource Sharing	Bensenville Community Public Library District	260.68			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Bensenville School District 2				9015	07/13/22	17.40
5920	Reimburse for Resource Sharing	Bensenville School District 2	17.00			
5920	Reimburse for Resource Sharing	Bensenville School District 2 - April	0.40			
Bloomingdale Public Library				9016	07/13/22	161.72
5920	Reimburse for Resource Sharing	Bloomingdale Public Library	161.72			
Broadview Public Library District				9017	07/13/22	75.81
5920	Reimburse for Resource Sharing	Broadview Public Library District	75.81			
Calumet City Public Library				9018	07/13/22	233.02
5920	Reimburse for Resource Sharing	Calumet City Public Library	233.02			
Calumet Park Public Library				9019	07/13/22	21.00
5920	Reimburse for Resource Sharing	Calumet Park Public Library	21.00			
Chicago Heights Public Library				9020	07/13/22	24.30
5920	Reimburse for Resource Sharing	Chicago Heights Public Library	24.30			
Chicago Public Library				9021	07/13/22	15.00
5920	Reimburse for Resource Sharing	Chicago Public Library	15.00			
Chicago Ridge Public Library				9022	07/13/22	138.00
5920	Reimburse for Resource Sharing	Chicago Ridge Public Library	138.00			
Clarendon Hills Public Library				9023	07/13/22	213.17
5920	Reimburse for Resource Sharing	Clarendon Hills Public Library	213.17			
Crestwood Public Library District				9024	07/13/22	138.03
5920	Reimburse for Resource Sharing	Crestwood Public Library District	138.03			
Dolton Public Library District				9025	07/13/22	33.68
5920	Reimburse for Resource Sharing	Dolton Public Library District	33.68			
Downers Grove Public Library				9026	07/13/22	383.62
5920	Reimburse for Resource Sharing	Downers Grove Public Library	383.62			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Eisenhower Public Library District				9027	07/13/22	212.02
5920	Reimburse for Resource Sharing	Eisenhower Public Library District	212.02			
Evergreen Park Public Library				9028	07/13/22	60.01
5920	Reimburse for Resource Sharing	Evergreen Park Public Library	60.01			
Frankfort Public Library District				9029	07/13/22	18.32
5920	Reimburse for Resource Sharing	Frankfort Public Library District	18.32			
Franklin Park Public Library District				9030	07/13/22	181.32
5920	Reimburse for Resource Sharing	Franklin Park Public Library District	181.32			
Franklin Park Public Library District				9030	07/13/22	(181.32)
5920	Reimburse for Resource Sharing	To VOID check 9030	-181.32			
Glenwood-Lynwood Public Library				9031	07/13/22	203.01
5920	Reimburse for Resource Sharing	Glenwood-Lynwood Public Library	203.01			
Harvey Public Library District				9032	07/13/22	73.00
5920	Reimburse for Resource Sharing	Harvey Public Library District	73.00			
Hillside Public Library				9033	07/13/22	182.00
5920	Reimburse for Resource Sharing	Hillside Public Library	182.00			
Hinsdale Public Library				9034	07/13/22	30.55
5920	Reimburse for Resource Sharing	Hinsdale Public Library	30.55			
Hodgkins Public Library District				9035	07/13/22	42.01
5920	Reimburse for Resource Sharing	Hodgkins Public Library District	42.01			
Itasca Community Library				9036	07/13/22	129.82
5920	Reimburse for Resource Sharing	Itasca Community Library	129.82			
Justice Public Library District				9037	07/13/22	37.05
5920	Reimburse for Resource Sharing	Justice Public Library District	37.05			
Kaneville Public Library District				9038	07/13/22	29.00

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Kaneville Public Library District	29.00			
Lansing Public Library				9039	07/13/22	201.50
5920	Reimburse for Resource Sharing	Lansing Public Library	201.50			
Markham Public Library				9040	07/13/22	114.99
5920	Reimburse for Resource Sharing	Markham Public Library	114.99			
Matteson Public Library				9041	07/13/22	150.00
5920	Reimburse for Resource Sharing	Matteson Public Library	150.00			
Maywood Public Library District				9042	07/13/22	93.98
5920	Reimburse for Resource Sharing	Maywood Public Library District	93.98			
McCook Public Library District				9043	07/13/22	190.99
5920	Reimburse for Resource Sharing	McCook Public Library District	190.99			
Melrose Park Public Library				9044	07/13/22	59.07
5920	Reimburse for Resource Sharing	Melrose Park Public Library	59.07			
Messenger Public Library of North Aurora				9045	07/13/22	41.85
5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora	41.85			
National University of Health Sciences				9046	07/13/22	26.93
5920	Reimburse for Resource Sharing	National University of Health Sciences	26.93			
New Lenox Public Library				9047	07/13/22	64.00
5920	Reimburse for Resource Sharing	New Lenox Public Library	64.00			
Northlake Public Library District				9048	07/13/22	377.58
5920	Reimburse for Resource Sharing	Northlake Public Library District	377.58			
Oak Brook Public Library				9049	07/13/22	13.58
5920	Reimburse for Resource Sharing	Oak Brook Public Library	13.58			
Oak Lawn Public Library				9050	07/13/22	772.89

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Oak Lawn Public Library	772.89			
Palos Heights Public Library				9051	07/13/22	23.51
5920	Reimburse for Resource Sharing	Palos Heights Public Library	23.51			
Palos Park Public Library				9052	07/13/22	22.00
5920	Reimburse for Resource Sharing	Palos Park Public Library	22.00			
Park Forest Public Library				9053	07/13/22	203.84
5920	Reimburse for Resource Sharing	Park Forest Public Library	203.84			
Prairie State College				9054	07/13/22	48.00
5920	Reimburse for Resource Sharing	Prairie State College	48.00			
Prairie Trails Public Library District				9055	07/13/22	45.99
5920	Reimburse for Resource Sharing	Prairie Trails Public Library District	45.99			
Richton Park Public Library District				9056	07/13/22	5.06
5920	Reimburse for Resource Sharing	Richton Park Public Library District	5.06			
River Grove Public Library District				9057	07/13/22	174.98
5920	Reimburse for Resource Sharing	River Grove Public Library District	175.03			
5920	Reimburse for Resource Sharing	River Grove Public Library District	-0.05			
Riverdale Public Library District				9058	07/13/22	24.00
5920	Reimburse for Resource Sharing	Riverdale Public Library District	24.00			
Roselle Public Library				9059	07/13/22	305.54
5920	Reimburse for Resource Sharing	Roselle Public Library	305.54			
Schiller Park Public Library				9060	07/13/22	120.00
5920	Reimburse for Resource Sharing	Schiller Park Public Library	120.00			
South Holland Public Library				9061	07/13/22	86.51
5920	Reimburse for Resource Sharing	South Holland Public Library	86.51			
Sugar Grove Public Library District				9062	07/13/22	89.00

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Sugar Grove Public Library District	89.00			
Summit Public Library District				9063	07/13/22	53.00
5920	Reimburse for Resource Sharing	Summit Public Library District	53.00			
The Theosophical Society in America				9064	07/13/22	59.85
5920	Reimburse for Resource Sharing	The Theosophical Society in America	59.85			
Thornton Public Library				9065	07/13/22	30.00
5920	Reimburse for Resource Sharing	Thornton Public Library	30.00			
Tinley Park Public Library				9066	07/13/22	322.92
5920	Reimburse for Resource Sharing	Tinley Park Public Library	322.92			
University Park Public Library District				9067	07/13/22	33.00
5920	Reimburse for Resource Sharing	University Park Public Library District	33.00			
Warrenville Public Library District				9068	07/13/22	441.74
5920	Reimburse for Resource Sharing	Warrenville Public Library District	441.74			
William Leonard Public Library District				9069	07/13/22	81.00
5920	Reimburse for Resource Sharing	William Leonard Public Library District	81.00			
Wood Dale Public Library District				9070	07/13/22	104.09
5920	Reimburse for Resource Sharing	Wood Dale Public Library District	104.09			
Woodridge Public Library				9071	07/13/22	220.22
5920	Reimburse for Resource Sharing	Woodridge Public Library	220.22			
Franklin Park Public Library District				9072	07/13/22	181.82
5920	Reimburse for Resource Sharing	Franklin Park Public Library District	181.82			
HR Source				9073	07/14/22	127.50
5870	Recruitment	HR Source - IT Support	105.00			
5870	Recruitment	HR Source - Admin Support	22.50			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Lauterbach & Amen, LLP				9074	07/14/22	1,030.00
5820	Accounting	Lauterbach & Amen, LLP- Services for June 2022	1,030.00			
LIbrary Pass, Inc.				9075	07/14/22	13,261.02
5490	Group Purchases - Services	LIbrary Pass, Inc.- Comics Plus 7/1/22-6/30/23	13,261.02			
LIMRiCC				9076	07/14/22	16,043.18
5025	Health, Dental, Life And Disability Insurance	LIMRiCC Health, Dental, Vision, Life. Ins.	16,043.18			
Marcive, Inc.				9077	07/14/22	295.38
5450	Data Management Services	Marcive, Inc. - catalog authority records	295.38			
OCLC, Inc.				9078	07/14/22	4,070.63
5450	Data Management Services	OCLC, Inc. - WebDewey Licenses 7/`/11-6/30/23	4,070.63			
ProQuest LLC				9079	07/14/22	18,118.67
5460	Information Subscription Service	ProQuest LLC - Syndetic Solutions	18,118.67			
Reaching Across Illinois Library System				9080	07/14/22	3,085.02
5450	Data Management Services	Reaching Across Illinois Library System - RDA ToolKit SWAN	171.39			
5450	Data Management Services	Reaching Across Illinois Library System - RDA ToolKit- SWAN Libraries	2,913.63			
Sikich LLP				9081	07/14/22	6,000.00
5830	Consulting	Sikich LLP Information Security Policies & Std. Dev.	6,000.00			
SirsiDynix, Inc.				9082	07/14/22	1,440.00
5490	Group Purchases - Services	SirsiDynix, Inc. - Pseudo Library Config. for 2 libraries	1,440.00			
Unique Integrated Communications, Inc.				9083	07/14/22	3,875.44

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5490	Group Purchases - Services	Unique Integrated Communications, Inc. -curside comm	440.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - notices	2,685.44			
5860	Notification & Collection	Unique Integrated Communications, Inc. - messagebee	750.00			
United States Treasury				9084	07/14/22	69.75
5025	Health, Dental, Life And Disability Insurance	United States Treasury - PCORI Fee	69.75			
Wellness Insurance Network-WIN				9085	07/14/22	152.00
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - STD, LTD for employees	152.00			
Zoobean, Inc.				9086	07/14/22	4,995.00
5490	Group Purchases - Services	Zoobean, Inc. - Beanstack Plus Sub. 3/11/22 - 3/10/23	4,995.00			
First Bankcard				50172	07/14/22	19,250.37
5140	Repairs & Maintenance	Imperial Surveillance qtrly	177.00			
5420	Application Software Licensing	Mailchimp monthly	42.49			
5420	Application Software Licensing	Asana	3,297.00			
5430	Server Software Licensing	DNS made easy	75.00			
5430	Server Software Licensing	microsoft basic	24.00			
5430	Server Software Licensing	microsoft premium	18.00			
5430	Server Software Licensing	Microsoft azure	575.34			
5430	Server Software Licensing	microsoft standard support	100.00			
5430	Server Software Licensing	microsoft pay as you go- April	4,641.31			
5430	Server Software Licensing	microsoft pay as you go	8,625.42			
5430	Server Software Licensing	Microsoft Azure standard	556.91			
5470	Subscription Support Services	Goto services: meeting, webinar	100.00			
5470	Subscription Support Services	Twilio Sendgrid	361.06			
5480	Telecommunications	microsoft O365 callng plan	288.00			
5480	Telecommunications	Grasshopper	46.89			
5510	Office Supplies	Marianos - boad mtg.	60.73			
5510	Office Supplies	amazon prime credit	-14.99			

SWAN Library Services
Check Register
All Bank Accounts
July 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5510	Office Supplies	Staples office supplies	32.41			
5520	Postage	USPS Postage	43.50			
5520	Postage	USPS Postage	116.00			
5610	Equipment Rental/Maintenance	Genesis Technologies monthly charge -copies	84.30			
Comcast				50173	07/20/22	759.95
5120	Utilities	Comcast - 7/1/22 - 7/31/22	759.95			
Quail Ridge Drive Investors, LLC				50174	07/28/22	9,774.34
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - August rent	9,774.34			
Nicor Gas				50175	07/29/22	51.79
5120	Utilities	Nicor Gas - 6/15-7/15	51.79			
ComEd				50176	07/29/22	593.62
5120	Utilities	ComEd - 6/17-7/19	593.62			
Genesis Technologies, Inc.				50177	07/19/22	128.35
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. monthly lease payment	128.35			
					Check List Total	115,723.10

SWAN Library Services
Balance Sheet
As of August 31, 2022

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	$ 1,494,121.76
Hinsdale Bank - MM - 5010	988,830.22
Propay Funds	$ 42.86
Total Cash and Cash Equivalents	$ 2,482,994.84
Current Assets	
Accounts Receivable	(26,616.08)
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	9,774.34
Spares Inventory	1,732.50
Total Current Assets	$ 8,357.84
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(348,905.85)
Total Capital Assets, net	$ 18,873.01
Total Assets	$ 2,510,225.69
LIABILITIES	
Current Liabilities	
Accounts Payable	$ 9,107.03
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	27,405.59
Accrued Payroll	45,062.73
457B Payable	(711.65)
Retirement Payable	(1,987.32)
Compensated Absences	123,319.88
Lease Payable	31,030.39
Total Current Liabilities	$ 235,046.15
Long Term Liabilities	
Total Liabilities	$ 235,046.15
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,430,972.46
Total Beginning Net Assets	2,452,167.46
Current YTD Net Income	(176,987.92)
Total Fund Balance	2,275,179.54
Total Liabilities and Fund Balances	$ 2,510,225.69

Statement of Revenue and Expenses Summary
For the 2 Months Ended August 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$1,726.25	$747,952.00	$3,003,359.00	$ 2,255,407.00	24.90%
4100 - Membership Reimbursements	2,636.92	436,765.84	445,686.00	8,920.16	98.00%
4200 - Reimbursement for Losses	2,135.52	10,533.53	50,000.00	39,466.47	21.07%
4300 - Grant Revenue	-	-	527,381.00	527,381.00	0.00%
4400 - Registration & Event Receipts	3,090.00	3,330.00	12,000.00	8,670.00	27.75%
4500 - Investment & Interest	1,829.98	3,173.66	1,000.00	(2,173.66)	317.37%
4600 - Reserve Fund Transfer	-	-	34,000.00	34,000.00	0.00%
Total Revenue	14,316.96	1,209,029.38	4,143,426.00	2,934,396.62	29.18%
Expenses					
5000 - Salaries & Wages	98,804.86	200,864.90	1,546,800.00	1,345,935.10	12.99%
5020 - Personnel Benefits	34,897.58	65,241.45	494,900.00	429,658.55	13.18%
5100 - Building & Grounds	11,750.21	23,267.41	124,270.00	101,002.59	18.72%
5200 - Professional Development	175.00	175.00	20,000.00	19,825.00	0.88%
5300 - Membership Development	8,203.41	8,203.41	3,900.00	(4,303.41)	210.34%
5400 - Information & Technology Services	301,911.86	1,047,493.16	1,238,600.00	191,106.84	84.57%
5500 - General Office	8.95	246.60	2,100.00	1,853.40	11.74%
5600 - Hardware & Equipment	212.65	425.30	55,800.00	55,374.70	0.76%
5700 - Insurance	-	2,743.00	11,100.00	8,357.00	24.71%
5800 - Contractual Services	4,595.94	15,500.59	70,200.00	54,699.41	22.08%
5900 - Library Materials & Content	5,551.61	18,152.70	564,006.00	545,853.30	3.22%
6000 - Interest & Fees	276.92	635.28	5,050.00	4,414.72	12.58%
6100 - Other Expenses	-	-	3,607.00	3,607.00	0.00%
Total Expenses	467,508.99	1,386,017.30	4,147,033.00	2,761,015.70	33.42%
Excess Revenues less Expenses	$ (453,192.03)	$ (176,987.92)	$ (3,607.00)	$ 173,380.92	

Statement of Revenue and Expenses
For the 2 Months Ended August 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 1,726.25	$ 747,952.00	$ 2,999,659.00	$ 2,251,707.00	24.93%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	2,636.92	436,765.84	445,686.00	8,920.16	98.00%
4220 - Reimbursement Losses for Resource Sharing	2,135.52	10,533.53	50,000.00	39,466.47	21.07%
4240 - E-Commerce Transactions	2,898.29	7,274.35	70,000.00	62,725.65	10.39%
4310 - RAILS Support to SWAN	0.00	0.00	527,381.00	527,381.00	0.00%
4499 - Annual Conference Receipts	3,090.00	3,330.00	12,000.00	8,670.00	27.75%
4510 - Interest Income	1,829.98	3,173.66	1,000.00	(2,173.66)	317.37%
4600 - Reserve Fund Transfer	0.00	0.00	34,000.00	34,000.00	0.00%
Total Revenue	14,316.96	1,209,029.38	4,143,426.00	2,934,396.62	29.18%
Expenses					
5000 - Salaries & Wages	98,804.86	200,864.90	1,546,800.00	1,345,935.10	12.99%
5021 - FICA Expense	7,260.91	14,781.06	118,400.00	103,618.94	12.48%
5023 - Worker's Compensation	0.00	973.00	3,900.00	2,927.00	24.95%
5024 - Retirement Benefits	13,994.08	23,590.54	140,900.00	117,309.46	16.74%
5025 - Health, Dental, Life And Disability Insurance	13,642.59	25,686.85	228,800.00	203,113.15	11.23%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	0.00	210.00	400.00	190.00	52.50%
5110 - Rent/Lease	9,774.34	19,548.68	113,160.00	93,611.32	17.28%
5120 - Utilities	1,390.87	2,796.23	5,700.00	2,903.77	49.06%
5130 - Property Insurance	0.00	160.50	650.00	489.50	24.69%
5140 - Repairs & Maintenance	0.00	177.00	1,560.00	1,383.00	11.35%
5150 - Custodial Service & Supplies	585.00	585.00	3,200.00	2,615.00	18.28%
5210 - Conference Travel	0.00	0.00	6,000.00	6,000.00	0.00%
5220 - Staff Meetings	0.00	0.00	400.00	400.00	0.00%
5230 - Staff Professional Development	0.00	0.00	6,800.00	6,800.00	0.00%
5240 - Professional Association Membership Dues	175.00	175.00	2,500.00	2,325.00	7.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	0.00	3,500.00	3,500.00	0.00%
5310 - Travel Reimbursement	70.41	70.41	1,400.00	1,329.59	5.03%
5330 - Library Professional Development	1,120.00	3,068.50	6,700.00	3,631.50	45.80%
5399 - Annual Conference	8,133.00	8,133.00	2,500.00	(5,633.00)	325.32%
5420 - Application Software Licensing	2,994.59	6,334.08	20,600.00	14,265.92	30.75%
5430 - Server Software Licensing	6,284.20	20,900.18	96,600.00	75,699.82	21.64%
5440 - Library Services Platform	286,869.50	912,459.70	985,700.00	73,240.30	92.57%
5450 - Data Management Services	6,858.16	14,309.19	30,500.00	16,190.81	46.92%
5460 - Information Subscription Service	0.00	73,652.63	77,100.00	3,447.37	95.53%
5470 - Subscription Support Services	2,285.68	2,746.74	7,700.00	4,953.26	35.67%
5480 - Telecommunications	334.89	669.78	14,500.00	13,830.22	4.62%
5490 - Group Purchases - Services	(3,715.16)	16,420.86	5,900.00	(10,520.86)	278.32%
5510 - Office Supplies	0.00	78.15	1,500.00	1,421.85	5.21%
5520 - Postage	8.95	168.45	600.00	431.55	28.08%
5610 - Equipment Rental/Maintenance	212.65	425.30	3,700.00	3,274.70	11.49%
5620 - Hardware	0.00	0.00	40,000.00	40,000.00	0.00%
5690 - Group Purchases - Hardware	0.00	0.00	12,100.00	12,100.00	0.00%
5700 - Insurance	0.00	2,743.00	11,100.00	8,357.00	24.71%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	1,055.00	2,085.00	18,900.00	16,815.00	11.03%
5830 - Consulting	0.00	6,000.00	19,200.00	13,200.00	31.25%
5840 - Payroll Service Fees	309.00	620.71	4,800.00	4,179.29	12.93%
5860 - Notification & Collection	2,081.44	5,516.88	16,900.00	11,383.12	32.64%

Statement of Revenue and Expenses
For the 2 Months Ended August 31, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5870 - Recruitment	1,150.50	1,278.00	0.00	(1,278.00)	0.00%
5899 - Annual Conference Facility Contract	0.00	0.00	8,900.00	8,900.00	0.00%
5910 - Print Materials	0.00	0.00	5,000.00	5,000.00	0.00%
5920 - Reimburse for Resource Sharing	2,448.82	10,735.52	50,000.00	39,264.48	21.47%
5930 - Electronic Resources	0.00	0.00	10,000.00	10,000.00	0.00%
5940 - E-Commerce Payment Transactions	3,102.79	7,417.18	70,000.00	62,582.82	10.60%
5990 - Group Purchases - Content	0.00	0.00	429,006.00	429,006.00	0.00%
6010 - Bank Fees	276.92	635.28	4,700.00	4,064.72	13.52%
6020 - Merchant Account Fees	0.00	0.00	50.00	50.00	0.00%
6099 - Annual Conference Merchant Fees	0.00	0.00	300.00	300.00	0.00%
6110 - Depreciation	0.00	0.00	3,607.00	3,607.00	0.00%
Total Expenses	467,508.99	1,386,017.30	4,147,033.00	2,761,015.70	33.42%
Excess Revenues less Expenses	$ (453,192.03)	$ (176,987.92)	$ (3,607.00)	$ 173,380.92	

SWAN Library Services
Check Register
All Bank Accounts
August 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				9087	08/10/22	34.98
5940	E-Commerce Payment Transactions	Acorn Public Library	34.98			
Batavia Public Library				9088	08/10/22	145.03
5940	E-Commerce Payment Transactions	Batavia Public Library	145.03			
Berwyn Public Library				9089	08/10/22	9.41
5940	E-Commerce Payment Transactions	Berwyn Public Library	9.41			
Bloomingdale Public Library				9090	08/10/22	60.69
5940	E-Commerce Payment Transactions	Bloomingdale Public Library	60.69			
Blue Island Public Library				9091	08/10/22	4.48
5940	E-Commerce Payment Transactions	Blue Island Public Library	4.48			
Broadview Public Library District				9092	08/10/22	4.46
5940	E-Commerce Payment Transactions	Broadview Public Library District	4.46			
Carol Stream Public Library				9093	08/10/22	153.55
5940	E-Commerce Payment Transactions	Carol Stream Public Library	153.55			
Chicago Heights Public Library				9094	08/10/22	24.32
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	24.32			
Chicago Ridge Public Library				9095	08/10/22	9.41
5940	E-Commerce Payment Transactions	Chicago Ridge Public Library	9.41			
Cicero Public Library				9096	08/10/22	25.47
5940	E-Commerce Payment Transactions	Cicero Public Library	25.47			
Clarendon Hills Public Library				9097	08/10/22	26.41
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	26.41			
Dolton Public Library District				9098	08/10/22	93.61
5940	E-Commerce Payment Transactions	Dolton Public Library District	93.61			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Elmwood Park Public Library				9099	08/10/22	16.83
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	16.83			
Flossmoor Public Library				9100	08/10/22	41.62
5940	E-Commerce Payment Transactions	Flossmoor Public Library	41.62			
Forest Park Public Library				9101	08/10/22	13.21
5940	E-Commerce Payment Transactions	Forest Park Public Library	13.21			
Geneva Public Library District				9102	08/10/22	159.97
5940	E-Commerce Payment Transactions	Geneva Public Library District	159.97			
Glen Ellyn Public Library				9103	08/10/22	174.40
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	174.40			
Green Hills Public Library District				9104	08/10/22	9.41
5940	E-Commerce Payment Transactions	Green Hills Public Library District	9.41			
Harvey Public Library District				9105	08/10/22	9.98
5940	E-Commerce Payment Transactions	Harvey Public Library District	9.98			
Hinsdale Public Library				9106	08/10/22	77.15
5940	E-Commerce Payment Transactions	Hinsdale Public Library	77.15			
Justice Public Library District				9107	08/10/22	17.58
5940	E-Commerce Payment Transactions	Justice Public Library District	17.58			
Lansing Public Library				9108	08/10/22	16.06
5940	E-Commerce Payment Transactions	Lansing Public Library	16.06			
Linda Sokol Francis Brookfield Library				9109	08/10/22	58.74
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	58.74			
Lyons Public Library				9110	08/10/22	60.54
5940	E-Commerce Payment Transactions	Lyons Public Library	60.54			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Melrose Park Public Library				9111	08/10/22	12.26
5940	E-Commerce Payment Transactions	Melrose Park Public Library	12.26			
Messenger Public Library of North Aurora				9112	08/10/22	35.94
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	35.94			
Oak Brook Public Library				9113	08/10/22	128.04
5940	E-Commerce Payment Transactions	Oak Brook Public Library	128.04			
Oak Lawn Public Library				9114	08/10/22	80.26
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	80.26			
Oak Park Public Library				9115	08/10/22	477.19
5940	E-Commerce Payment Transactions	Oak Park Public Library	477.19			
River Forest Public Library				9116	08/10/22	11.26
5940	E-Commerce Payment Transactions	River Forest Public Library	11.26			
River Grove Public Library District				9117	08/10/22	11.26
5940	E-Commerce Payment Transactions	River Grove Public Library District	11.26			
Schiller Park Public Library				9118	08/10/22	3.33
5940	E-Commerce Payment Transactions	Schiller Park Public Library	3.33			
South Holland Public Library				9119	08/10/22	32.86
5940	E-Commerce Payment Transactions	South Holland Public Library	32.86			
St. Charles Public Library District				9120	08/10/22	634.21
5940	E-Commerce Payment Transactions	St. Charles Public Library District	634.21			
Sugar Grove Public Library District				9121	08/10/22	294.21
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	294.21			
University Park Public Library District				9122	08/10/22	31.63
5940	E-Commerce Payment Transactions	University Park Public Library District	31.63			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Villa Park Public Library				9123	08/10/22	22.50
5940	E-Commerce Payment Transactions	Villa Park Public Library	22.50			
Westmont Public Library				9124	08/10/22	72.25
5940	E-Commerce Payment Transactions	Westmont Public Library	72.25			
Woodridge Public Library				9125	08/10/22	8.28
5940	E-Commerce Payment Transactions	Woodridge Public Library	8.28			
Claudia Nickson				9126	08/17/22	70.41
5310	Travel Reimbursement	Claudia Nickson - OLS, TCD, DGS visits - mileage reim	70.41			
Comcast				9127	08/17/22	759.95
5120	Utilities	Comcast - 8/1/22-8/31/22	759.95			
esri				9128	08/17/22	2,500.00
5450	Data Management Services	esri -ArcGIS software licenses for 1 year for SWAN under that "Educational Administrative Use Departmental Small Since U	2,500.00			
HR Source				9129	08/17/22	652.50
5870	Recruitment	HR Source - Recruiting Services, recruiting support for IT Mgr. Position	652.50			
ICS Learning Group				9130	08/17/22	1,120.00
5330	Library Professional Development	ICS Learning Group - June Inquisiq LMS	350.00			
5330	Library Professional Development	ICS Learning Group - July	385.00			
5330	Library Professional Development	ICS Learning Group - August	385.00			
IHLS-OCLC				9131	08/17/22	281,874.50
5440	Library Services Platform	IHLS-OCLC - FY23 OCLC srv fee 7/1/22-6/30/23	281,874.50			
Lauterbach & Amen, LLP				9132	08/17/22	1,055.00
5820	Accounting	Lauterbach & Amen, LLP - July acctg. services	1,055.00			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
LIbrary Pass, Inc.				9133	08/17/22	646.00
5490	Group Purchases - Services	LIbrary Pass, Inc. Comic Plus - Sugar Grove PL	646.00			
LIMRiCC				9134	08/17/22	16,043.18
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - august 2022	16,043.18			
Marcive, Inc.				9135	08/17/22	4,358.16
5450	Data Management Services	Marcive, Inc. - authority processing per overnight record	308.16			
5450	Data Management Services	Marcive, Inc. - Comprehensive notification semiannual subs.	3,900.00			
5450	Data Management Services	Marcive, Inc. - Comprehensive notificains reports	150.00			
Nicor Gas				9136	08/17/22	51.98
5120	Utilities	Nicor Gas - 7/15/22-8/15/22	51.98			
OCLC, Inc.				9137	08/17/22	193.84
5490	Group Purchases - Services	OCLC, Inc.- WebDewey Licenses for cataloging libraries, Saint Charles Public Library District.	193.84			
Unique Integrated Communications, Inc.				9138	08/17/22	2,521.44
5490	Group Purchases - Services	Unique Integrated Communications, Inc. - curbside comm	440.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - notices	1,331.44			
5860	Notification & Collection	Unique Integrated Communications, Inc. - messagebee	750.00			
Wellness Insurance Network-WIN				9139	08/17/22	152.00
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - August life ins.	152.00			
Chicago Public Library				9140	08/30/22	2,448.82
5920	Reimburse for Resource Sharing	Chicago Public Library - Jan 2021-June 2021	2,448.82			
Moraine Valley Community College				9141	08/30/22	8,133.00

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5399	Annual Conference	Moraine Valley Community College - SWAN EXPO fee	8,133.00			
Reliance Standard Life Insurance Co.				9142	08/30/22	843.54
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - September	843.54			
T.A. Systems Inc.				50178	08/01/22	260.00
5150	Custodial Service & Supplies	T.A. Systems Inc. month of June 2022	260.00			
Genesis Technologies, Inc.				50179	08/19/22	128.35
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. monthly lease pymt	128.35			
ComEd				50180	08/30/22	578.94
5120	Utilities	Com Ed 7/19/2022 to 8/17/2022	578.94			
T.A. Systems Inc.				50181	08/30/22	325.00
5150	Custodial Service & Supplies	T.A. Systems Inc. July 2022	325.00			
Quail Ridge Drive Investors, LLC				50182	08/31/22	9,774.34
5110	Rent/Lease	Quail Ridge Drive Investors, LLC September 2022	9,774.34			
First Bankcard				50183	08/31/22	12,665.61
5240	Professional Association Membership Dues	First Bankcard -ALA membership dues- AS	175.00			
5420	Application Software Licensing	First Bankcard 1yr. sub to GrandWatch 6/30/22-6/30/23	199.00			
5420	Application Software Licensing	First Bankcard 1 yr. Watchguard Panda Sub	2,753.10			
5420	Application Software Licensing	First Bankcard - Mailchimp monthly	42.49			
5430	Server Software Licensing	First Bankcard - MS Bill	473.32			
5430	Server Software Licensing	First Bankcard - microsost azure	200.00			
5430	Server Software Licensing	First Bankcard - microsoft premiium	18.00			
5430	Server Software Licensing	First Bankcard - microsoft basic	24.00			
5430	Server Software Licensing	First Bankcard - Microsoft azure GO	5,568.88			
5470	Subscription Support Services	First Bankcard - Twilio - sendgrid	370.48			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5470	Subscription Support Services	First Bankcard - ZOOM	1,695.20			
5470	Subscription Support Services	First Bankcard - gotocom - rescueassist support	110.00			
5470	Subscription Support Services	First Bankcard - gotocom- rescueassist support	110.00			
5480	Telecommunications	First Bankcard - Grasshopper	46.89			
5480	Telecommunications	First Bankcard - microsoft O365 calling plan	288.00			
5520	Postage	First Bankcard - USPS postage	8.95			
5610	Equipment Rental/Maintenance	First Bankcard - Genesis Technologies/copier maint.	84.30			
5870	Recruitment	First Bankcard - job posting IT/SS mgr.	249.00			
5870	Recruitment	First Bankcard - job posting ER Consult	249.00			
Reliance Standard Life Insurance Co.				50184	08/01/22	746.61
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. August 2022	746.61			

Check List Total   351,005.96

SWAN Board Meeting Minutes

July 15, 2022, 9:30 a.m.
Midlothian Public Library
14701 S. Kenton Avenue
Midlothian, IL 60445

1. Call to Order, Roll Call

President Bodewes called the meeting to order at 9:35 a.m. The following Board members were present to establish a quorum.

a. Jesse Blazek
b. Ted Bodewes
c. Jennifer Cottrill
d. Charity Gallardo
e. Tim Jarzemsky – arrived 9:37 a.m.
f. Anna Wassenaar
g. Colleen Waltman

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

   No public comment

3. Action Item
Acceptance of the July 15, 2022, SWAN Board Meeting Agenda

Gallardo moved, seconded by Blazek that it be

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

Motion carried by unanimous voice vote:

4. Action Item
Approval of SWAN Board Officers and Committee Members

Wassenaar moved, seconded by Gallardo that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE OFFICERS AS FOLLOWS:

TED BODEWES BE NOMINATED AS SWAN BOARD PRESIDENT

Bodewes accepted this nomination

RESOLVED, THAT JENNIFER COTTRILL BE NOMINATED AS SWAN BOARD VICE-PRESIDENT

Cottrill accepted this nomination

RESOLVED, THAT TIM JARZEMSKY BE NOMINATED AS SWAN BOARD TREASURER

Jarzemsky accepted this nomination

RESOLVED, THAT JESSE BLAZEK BE NOMINATED AS SWAN BOARD SECRETARY

Blazek accepted this nomination

Skog will be the Official Representative to the RAILS Consortia Committee: Jarzemsky will be the alternate

Personnel Committee: Bodewes and Jarzemsky accepted the positions

Finance Committee: Blazek and Waltman accepted the positions

By-Laws Committee: Waltman accepted the position, Koll was assigned

Strategic Planning Committee: Cottrill, Wassenaar and Blazek accepted the positions

Motion carried by unanimous voice vote

5. **Action Item**

Approval of the SWAN Financials, June 2022

Jarzemsky moved, seconded by Gallardo that it be

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

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

6. Action Item
Acceptance of June 17, 2022, SWAN Board Meeting Minutes

Blazek moved, seconded by Gallardo, that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE JUNE 17, 2022, SWAN BOARD MEETING MINUTES

Motion carried by unanimous voice vote

7. Reports

a. Board President Report
Charity Gallardo announced she will be taking a position out of state, and this will be her last meeting as a SWAN board member. Bodewes would like to appoint Dorothy Koll (Acorn Public Library District) as the replacement for Gallardo. The board agreed upon Bodewes reaching out to Koll. The board agreed not to have a board meeting in August.

b. Executive Director Report
Skog announced the resignation of Robin Hofstetter (Electronic Resources Consultant). Skog discussed the following topics in his report:
GIS Research, MessageBee Research, Office Lease at QR and possibility of subletting.

c. Operations Report
Presented as reported

d. Treasurer Report
None

e. Board Calendar
The board discussed and offered their libraries as locations to have the meetings starting in September.

8. Action Item
Approval of the SWAN Board meeting calendar

Cottrill moved, seconded by Gallardo, that it be

RESOLVED THAT THE SWAN BOARD APPROVES THE SWAN BOARD CALENDAR THROUGH JUNE 16, 2023

Motion carried by unanimous voice vote

9. **Discussion Item**
RAILS LLSAP Sustainability Working Group memo

The board reviewed and discussed the letter from RAILS Executive Director Deirdre Brennan.

10. **Discussion Item**
SWAN proposal on MessageBee service with Unique Management Services

Skog explained the background of Unique Management and what they do for SWAN libraries for nontification. The board discussed the proposal and decided to discuss with the members at the September quarterly meeting and possibly the COW meeting in October if needed and put to vote at the December quarterly meeting.

11. **Discussion Item**
Quarterly meeting Agenda for September 1st.

Members would like to see an additional discussion item on additional features in Aspen, OCLC changes, and under 18 cards for kids.

12. **Adjournment**
Bodewes adjourned the meeting at 11:50 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Jesse Blazek

Board Secretary

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

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

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SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

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DATE	MEETING TYPE	ACTION ITEMS
March 2022 (TBD)	Personnel Committee [if needed]	SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.
Friday, April 22, 2022	Regular SWAN Board Meeting (Midlothian)	Review and approve Board Self Evaluation Form; assign date for completion.
		Review proposed Bylaws changes (if any). Vote on recommendation to membership; send out SWANcom notification of amendment.
May 2022 (TBD)	SWANcom	Announce election info.
Friday, May 20, 2022	Regular SWAN Board Meeting (Bloomingdale)	Review Board Self-Evaluation Results.
		Director Evaluation - Review document in preparation to complete for June. Assign deadline for completion.
Thursday, June 2, 2022	Quarterly	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 17, 2022	Regular SWAN Board Meeting (Bloomingdale)	Review/Write Off Allowance for Doubtful Accounts
		RAILS provides FY24 consortial support grant applications to consortia.
		Director Evaluation - Provide results and discuss (Executive Session).
Thursday, June 30, 2022		OCLC State-wide Group Services Agreement Ends
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

DATE	MEETING TYPE	ACTION ITEMS
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 Executive Director Report

Update on Activities

Electronic Resources Consultant: Welcome Olivia Montolin

I am happy to announce that Olivia Montolin has been hired as SWAN's Electronic Resources Consultant. Olivia has prior experience at River Forest Public Library and as a consultant at the library software company Ex Libris.

Assistant Director retirement & new appointment

Several months ago, Dawne Tortorella shared with me her intention to officially retire February 3, 2023. In preparation for the open positions of the IT & System Support Manager and Electronic Resources Consultant, I interviewed each SWAN employee to gather everyone's thoughts on our current organization department arrangement, and to discuss Dawne's upcoming departure.

After consideration and deliberation, I offered the Assistant Director position to Scott Brandwein, our Bibliographic Services Manager. Scott accepted the position and I announced to staff that Scott will assume the full duties of the position in February. Scott and I will evaluate the needs of the Bibliographic Services department.

Data Visualization Maps: GIS Research

The work on a GIS map for SWAN library data was shared at the September 1st Quarterly meeting. Dawne has arranged a site license for ArcGIS software for SWAN to experiment and learn how to import and securely update data within a geographic map. While obtaining a license for ArcGIS seems premature, it was necessary to secure our data within a GIS platform that SWAN controlled, versus using the volunteer's GIS platform that was initially used to create a proof of concept.

We intend to have a robust presentation of what is possible using SWAN library usage metrics in an interactive GIS map, in conjunction with the FY24 budget approval.

The cost of the ArcGIS software license for 1-year through Ersi was discounted at an educational rate of $2,500 and is recorded as part of the #5450 Data Management Services budget line.

SWAN Support Website: Drupal Hosting Recommendation

The website used for SWAN Support was last updated in 2017 and we are due for a revamp of the site. There are two areas of the website that need to be addressed.

1. Drupal content management system version: we will reach an end of life of the Drupal version running the site on November 2023, which requires upgrading from version 7 to the current version Drupal 9. This upgrade is an issue for the vast majority of Drupal CMS sites, but once we are on version 9 the upgrade path is expected to be much easier in the years ahead.

2. Website hosting: the site was migrated in 2020 from a RAILS virtual server to SWAN's virtual infrastructure as a required deadline by RAILS, and while the site was kept intact as far as its underlying components, we have been running the site without the full expertise other than our own staff.

Up until this point, we have internally attempted to upgrade the Drupal version from 7 to 9 and have not succeeded in this effort. Complicating the current site arrangement, we must implement L2 events integration and authentication, and include the ability to have a single sign-on with the Keycloak authentication that has been under research for the past year. Our goal with single sign-on is to have a single library staff login/password for Support, Community Forums, helpdesk, BLUEcloud, and the learning management system.

Internally we discussed the direction and goals of the support site, and we decided to move to a managed hosting platform that will provide tools to more efficiently:

- Manage frequent Drupal software and security updates (currently requiring SWAN IT staff time)
- Develop new features on the support site, e.g., single sign-on
- Test and release changes

We reached out to several companies to compare services for migrating the site to the new host and upgrading to Drupal 9. The companies varied in what they could provide. Some would provide a bare bones site without any version control or customization (Cherry Hill), while others would just provide the upgrade from Drupal 7 to 9 without any hosting services (Breakthrough Technologies).

Vendor	Managed Hosting Yearly Cost	Migration & Site Development Estimated Costs	One-Time Fees
Pantheon	$7,375	Not available	$3,075
Planeteria	$4,900	$37,800	
Cherry Hill	$3,000	TBD	
Acquia	$25,000-$30,000	Not available	
Breakthrough Technologies	Not available	$63,000-$97,000	

We decided after meeting with these vendors on a phased approach:

1. Migrate to a hosted system our existing site on Drupal 7

2. Once running on the new hosting system with its provided tools and support team, work on a second version of the Support site within the Drupal 9 version.

After discussing the options with these companies, **I recommend a 1-year agreement with Pantheon**. The company has the tools, flexibility, and support we need to maintain our site. Pantheon would also extend the end of life of Drupal 7 beyond November 2023 for all its hosted customers, which would give us more time to work on the new site in Drupal 9 CMS.

I would sign the agreement to have the site's one year cost of $7,375 plus $3,075 be included in the current FY23 budget expense #5430 Server Infrastructure. We would have a go-live on Pantheon's hosting in December 2022. Pantheon does offer a 3-year service contact which would lock in a rate without escalation increases. I will include that 3-year service agreement as part of the FY24 budget. I also recommend we plan for website consulting expenses for FY24 in case we require additional help upgrade to Drupal version 9.

Board Considerations

HTML Notices & Text Notification: MessageBee Proposal Feedback
The MessageBee proposal was shared at the SWAN Quarterly meeting. Please refer to this month's Operations Report in the packet for details on the research and preparation underway. We have membership events in the works for the following:

- Virtual meetings to review the MessageBee proposal will be announced for September and October user group meetings
- Virtual Committee of the Whole meeting is set for Tuesday, October 4th

The December 1, 2022 SWAN Quarterly meeting will amend the current budget and approve one-time costs of MessageBee. I will make sure to clarify at the Committee of the Whole meeting and in additional presentations, that the SWAN fee chart included in the proposal was an estimate of SWAN membership fees for a full year of MessageBee. There would be no fee increases with the December 1st approval.

SWAN budget for Notification & Collection would be amended for current year and be paid for through reserve funds.

One-time Setup Costs	$ 10,000
FY23 Budget Total MessageBee Operating Cost	$ 27,257
#5860 Notification & Collection Additional Expense for FY23	**$ 37,257**

The cost of MessageBee for SWAN for the next budget year FY24 would be $63,686 and be added to the annual operating budget.

FY24 #5860 MessageBee Expenses (HTML Notices/SMS&Text)	$ 76,686
SirsiDynix SMS/Text service subscription cancelled	$ (13,000)

MessageBee Additional Annual Costs	$ 63,686

Monthly Financial Report

Balance Sheet

The Fund Balance Unrestricted line for August is at $2,430,972.46 which is a slight decrease from the month prior. The approved Sikich security audit will be paid from reserves, as was approved at the September 2021 membership meeting.

Fund Balance Unrestricted	$2,430,972.46
Expenses to be paid from reserve	($43,500.00)
	$2,387,472.46
SWAN annual expense budget	$4,147,033.00
	58%
Number of months operating expense in reserve	6.9

Revenue & Expense Report

This month would be 17% of the budgeted revenue and expenses. SWAN's financials are presented in a cash basis for this current fiscal year 2023. The total revenue reflects library membership fee payments for one quarter, which would bring in 25% of SWAN revenue. Expenses appear higher due to prepaid expenses from the prior fiscal year which are now recorded in the appropriate budget lines, which are noted below.

SWAN FY23	FY23 Budget	Ending August 2022	Percentage of budget YTD 100%
Total Revenue	$4,143,426.00	$1,209,029.38	29%
Total Expenses	$4,147,033.00	$1,386,017.30	33%
Over / (Under)	($3,607.00)	($176,987.92)	

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the first quarter invoices were sent out in July. We are currently at 24.93% of what should be 25% for this line.

4190 – Member Group Purchase Receipts: we invoice the EBSCO database group-purchase libraries their full amount due rather than adding the payment to the quarterly membership fees. We have received 98.00% of the $445,686 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 first payment to SWAN has not been received.

4510 – Interest Income: SWAN's Money Market has performed better than expected for the past two months July and August.

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

5023 – Worker's Compensation insurance: this line reflects 3 months prepaid expenses of insurance coverage from the prior fiscal year.

5130 – Property Insurance: this line reflects 3 months prepaid expenses of insurance coverage from the prior fiscal year.

5430 – Server Software Licensing: expenses related to the hosting of Symphony, Aspen, and the support/ticketing systems are recorded in this budget line. 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. This line reflects prepaid expenses for SirsiDynix, ByWater Solutions, and EBSCO. OCLC group-services fees are paid in full, bringing the total expenses for this budget line to 92.57%.

5450 – Data Management Services: expenses for RDA ToolKit and WebDewey are paid in full for the year. ArcGIS software subscription with Ersi is included in this budget line expense.

5460 - Information Subscription Service budget line is 95.53% spent as the EBSCO subscription to Novelist Select is fully recorded in this budget line.

5700 – Insurance: prepaid expenses for D&O, business, and cybercrime are reflected.

5860 – Notification & Collection: expenses for printed notices were higher in July due to a one-time additional cost of printing overdue invoices.

5990 – Group Purchases – Content: RAILS has not invoiced SWAN for the EBSCO group-purchase for databases.

Table of Contents – SWAN Operations Report (September, 2022)

Operations Report: September 2022

Starting with the September 2022 Operations Report, a new format is introduced with a table of contents for ease of access. Membership engagement activities and statistics will be reported through month-end of the previous month. System outages will be reported as of final assembly of report to ensure that any critical system issues are documented as quickly as possible.

Member Engagement – All Staff

A recap of member engagement activities from July 12th through August 31st are included in this period. Some July activities are reported in this period since there was no board meeting in August.

SWAN Expo 2022 Recap

SWAN Expo 2022 was held on August 19th. Our last SWAN Expo was held in 2019 and it was good to see everyone in person. There were 149 attendees representing 41 SWAN libraries.
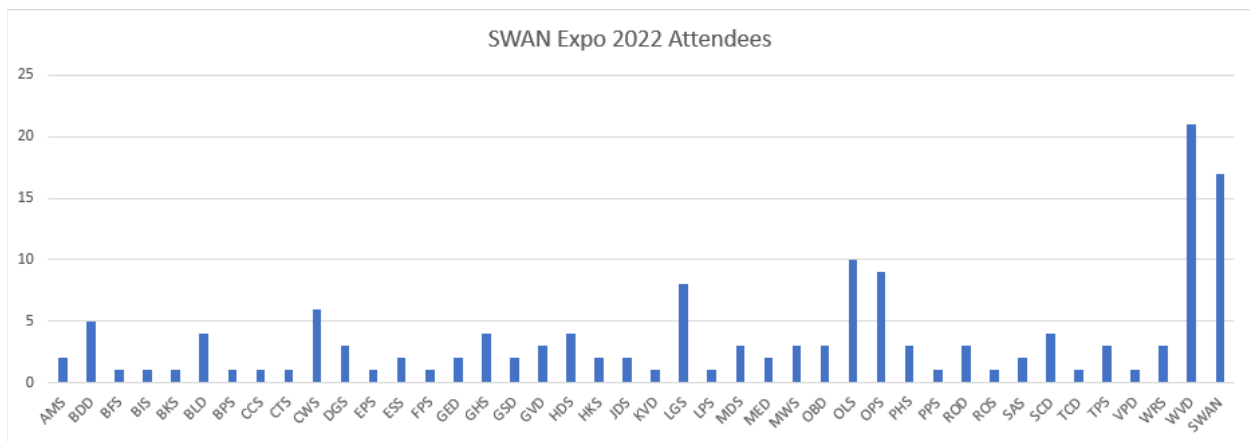
The conference presentations and guide are posted on the support site, as well as previous SWAN Expo annual conferences. If you did not get a chance to attend, you can download presentations. We will also be looking at ways to continue these conversations with the membership throughout the year.

Post-Event Survey responses

Attendees were sent a post-event evaluation survey. Thirty-five percent of attendees (non-SWAN staff) [46/132] completed the survey. Survey responses will be helpful in planning next year's SWAN Expo. Survey responses are tabulated below.

Which sessions did you attend?

Which sessions did you attend? (select all you attended)

237 responses in 46 results
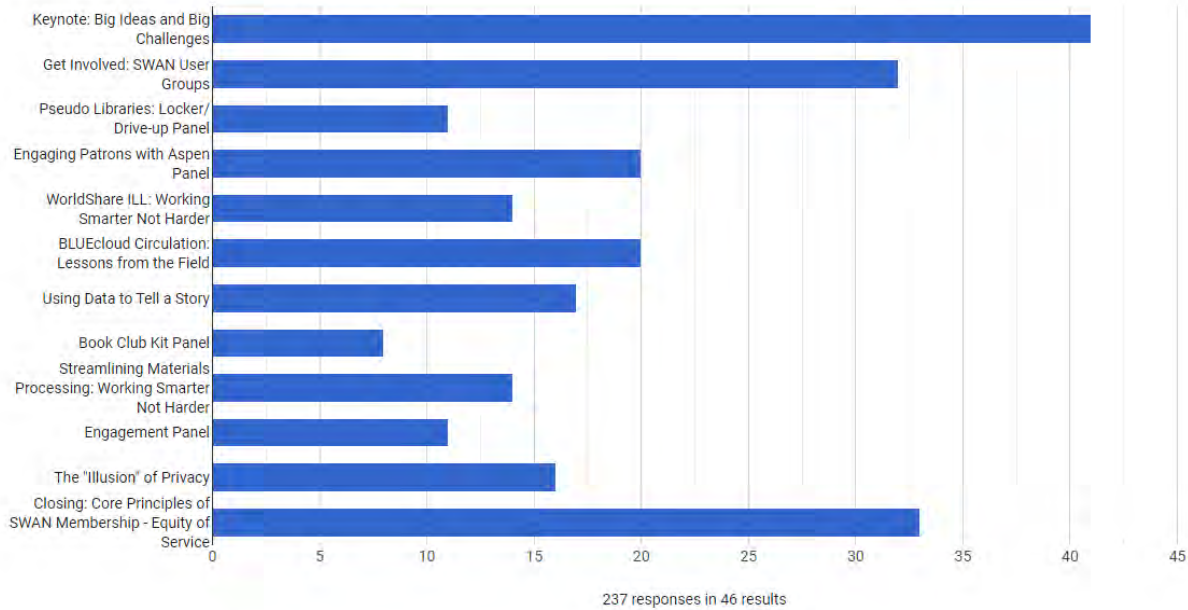
How would you rate the conference?

How would you rate the conference overall?

Label	Count	Percentage
Excellent	16	34.8%
Good	21	45.7%
Average	7	15.2%
Okay	1	2.2%
Poor	1	2.2%

46 responses in 46 results
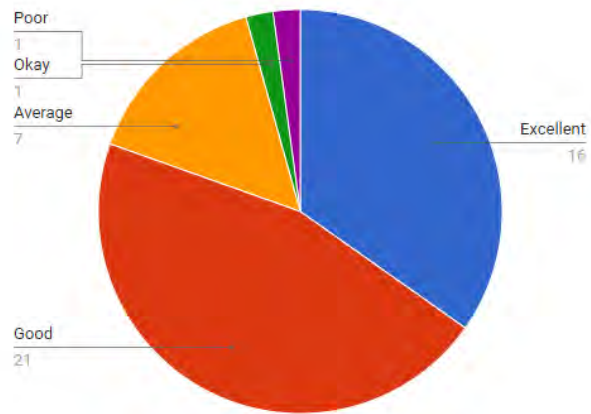
What did you find most helpful?

The feedback of what was most helpful resonated across all sessions.

- Pseudo Libraries gave me a lot of background info before proceeding to move ahead with a drive-thru or lockers. Helpful to know what other libraries went through so I know what to anticipate.
- Practical info on lockers was welcome, as we are looking into purchasing them. We all have a wealth of info to share with each other.
- Good to know Rudy and Ian are watching the security aspect of SWAN,
- The statistics and positive energy flow Aaron provided in his closing words were motivating. Thanks for sharing your passion with us.

- Several things. All the sessions I attended were definitely worth my time and I learned something important from each. Just as important in finding out solutions that would work for us is finding out information about solutions that wouldn't work based on our community needs. For example, after hearing about cost of pick up lockers and some of their drawbacks, we were happy in our decision to not have seriously pursued them earlier. Having information about that decision making process from other libraries is very helpful.
- Closing presented good top down data about membership benefits as well.
- The opening and closing sessions probably contained the most helpful information.
- Using Data to Tell a Story by far. Lots of practical info there.
- I learn how easy is for a hacker to access and steal online personal information.
- I was very impressed by the variety of topics that were offered and all that SWAN has been working on. Being in a non-managerial role, I was not aware of many of the new offerings SWAN has been looking into and it was very informative to be able to see some more of the behind the scenes work.
- User feedback regarding Pseudo libraries and patron engagement platforms was very interesting and helpful. The statistics shared in the closing "Equity of Service" presentation were were also very interesting.
- I thought the closing was particularly noteworthy! That is information I really want to share. I found the BLUE cloud Circ panel informative.
- The "Illusion" of Privacy session was both fun and very informative.
- Services like the Book Club Kit panel
- Getting to hear from some of the other libraries.
- The breakout sessions were very helpful and provided more specific information that was valuable to me.
- Meeting staff from other libraries in person. It's nice to be able to put an in-person face with people's zoom images.
- The SWAN Staff were amazing - big kudos to the registration desk staff they were great.
- As a new employee at a Swan Library I found this all to be really helpful information.
- I was very disappointed in the conference this year. I usually get a lot of useful info at the expo about things going on in SWAN, but not so much this year.
- The ways SWAN is looking to engage our community.
- awareness of SWAN activities/focus
- Actually meeting and seeing the SWAN staff in person. I know that wasn't really part of the goals, but I thought it was the best part.
- I really enjoyed the drive up/lockers session as a behind the scenes employee it was nice to see why it would and would not work well for us.
- This was my first time attending a SWAN conference and while I was overwhelmed with the influx of information, I think I just found the statistics behind everything very interesting. I also didn't know about the different User Groups and found it helpful learning about their existence as well as what they are and when they meet.

- Meeting SWAN staff in person was great! I enjoyed Dawne & Lucas's presentation on data - it opened my eyes to ways we can use the data we have to identify underserved areas in our community. (We know they exist, but now we can figure out to SHOW they exist.) I also heard lots of positive feedback from coworkers about the session on privacy.
- The statistics that Aaron presented, the panel on lockers and drive ups. I thought the day was well planned and ran smoothly.
- The ability to interact with my fellow SWAN members and gather ideas from how they've used the tools SWAN provides
- Being given firm data shared by other libraries (vendor costs, etc)
- Honestly not much. Way too much lecturing...nothing interactive or hands on. All geared toward large libraries not small, minimal staff ones
- It was great to be in-person again, I got a lot of networking in between sessions.
- Hearing from other libraries and getting to meet other librarians and library workers
- Surprisingly, Lockers and Drive Up Windows since we don't have these and would require a major renovation/ grant to have them.
- The update on SWAN was good to hear and the Engaging Patrons with Aspen and Using Data to Tell a Story were good sessions.
- I found all of the sessions I attended very helpful.
- I'd love learning new things & there was some things it was good to know about the background scenes from different departments
- It was super helpful for me personally to learn what updates and changes were on the horizon for SWAN. I also appreciated hearing how other libraries were using Aspen to promote their collections, online resources, and services.

What would you like to learn more about that was introduced at SWAN Expo?
Our topics spurred interest in wanting to learn more along those same topics. The following areas were most mentioned.
1. BLUEcloud Circulation, and BLUEcloud in general (with an entry-level introduction for people just learning about this) [11/25 responses]
2. GIS, including hands-on lab (and how it can be used for services like address verification) [4/25]
3. Data Privacy [3/25]
4. Engagement, including social media & marketing [2/25]
5. Aspen Panel
6. Outreach/Homebound
7. EDI Acquisitions
8. WorldShare/WorldCat Discovery
9. Book Club Programming

What suggestions do you have to improve SWAN Expo?
- Better pacing between sessions, too much down time after keynote and for lunch
- More opportunities for networking, team building

- Make sure topics are first presented with an overview for people less familiar with the topic – make topics relevant for frontline staff
- Demo software
- Make session solutions-focused
- Better communication with registrants, confirmation emails upon registration
- Microphones were not working
- Announce sessions earlier for planning which staff would benefit
- Bring back vendors
- Engage more with audience during panel sessions
- Keep panel sessions more focused, some were too broad – might be better to focus on what one library is doing outside the norm
- Hold the conference in a more central location to the membership

In recapping the SWAN Expo feedback and staff debriefing, one suggestion captures the challenge of finding the right level of engagement and facilitation SWAN should be focusing on – this is a good guiding suggestion as we begin planning SWAN Expo 2023!

When the attendees were asked for suggestions on advocacy groups, there were many good suggestions, but there were also many that were completely outside the scope of what SWAN does. I think at SWAN events, attendees need a reminder of what your purpose is and how you can help based on that. You're not ALA that can cover any possible library topic there is. I don't feel that everyone understands exactly what you do for them.

Site Visits, Training, and Consultation

Member engagement activities, including meetings, on-site visits, training, and consultation are noted for the reporting period. Highlighted activities represent on-site library events.

Date	Event Name	Teams Responsible	Category
7/12/2022	Office Hours: Cataloging	Bibliographic Services	Consultation
7/13/2022	Book Club Users Group	Admin-Resource Sharing	Member meeting
7/13/2022	Office Hours: BLUEcloud Analytics	Information Technology & Systems Support	Consultation
7/14/2022	Cataloging Advisory	Bibliographic Services	Member meeting
7/15/2022	Site Visit: Cataloging Training (Downers Grove)	Bibliographic Services	Training
7/15/2022	SWAN Board Meeting (Bloomingdale)	Administration	Governance
7/18/2022	Training: BLUEcloud Acquisitions (Berkeley)	Bibliographic Services	Training
7/19/2022	Consultation: Construction (Bellwood)	Information Technology & Systems Support	Consultation
7/20/2022	Circulation Advisory	User Experience	Member meeting
7/20/2022	Office Hours: Circulation & Hold Map	Information Technology & Systems Support	Consultation
7/21/2022	Discovery & User Experience Advisory	User Experience	Member meeting

7/26/2022	SWAN Fireside Chat #40	All	Member meeting
7/27/2022	Office Hours: BLUEcloud Staff (Acq, Cat, Circ)	All	Consultation
8/1/2022	Training: BLUEcloud Acquisitions (Berkeley)	Bibliographic Services	Training
8/19/2022	SWAN Expo 2022	All	Member meeting
8/26/2022	DEI Working Group	Bibliographic Services	Member meeting
8/30/2022	SWAN Fireside Chat #41	All	Member meeting

User Group and Advisory Meeting Recap

During August we put a pause of user group meetings to plan and gather for the SWAN Expo. But, several user and advisory groups met in July.

Book Club Users (7/13/22)

Led by members, Lauren Maxwell (Geneva) and Lizzie Matkowski (Downers Group) and facilitated by Helen Pinder (SWAN), Book Club Users were the first users group to meet in person since March 2020. The session was a hybrid meeting with some users joining over video. The meeting was hosted at Geneva Public Library which gave those attending in-person an opportunity to see how Geneva displays and bundles book club kits. The group discussed KitKeeper processes and invited all interested libraries to join KitKeeper for reserving book club kits. Between Downers Grove Public Library and Geneva Public Library, over 184 book club kits are available for loan within SWAN. Libraries can join KitKeeper to reserve these kits provided by Downers Grove and Geneva, even if your library has no kits to circulate. Libraries are encouraged to start by reserving/borrowing these kits and then consider building similar book club kits to share in the consortium.

Libraries can review the documentation and schedule a consultation via a help ticket if interested in joining.

Cataloging Advisory (7/14/22)

Cataloging Advisory this month focused on clarification of existing practices and topics related to recent updates to Aspen. We discussed our existing stance on inferring series from sources outside of the item in hand in light of Aspen's series enhancement via Novelist. We also reviewed Aspen's custom field indexing, implementation of closed captioning visibility in video records, and the changes to record grouping resulting in translations being separated into distinct groups.

The change to record grouping prompted a discussion into clarifying a standard approach to language coding in bilingual materials. This conversation is not yet concluded.

Finally, members of the group raised questions about sound recording records and observations that other institutions have started moving technical details from 300 fields to other more granular RDA fields. This trend is in line with recommendations from the Music Library Association's Cataloging and Metadata Committee, so SWAN will accept these records as is while keeping an eye on our catalog to make sure Aspen properly recognizes their format values.

Circulation Advisory (7/20/22)

In the July Circulation Advisory meeting, Crystal led the group in a productive wrap up activity for the BLUEcloud Circulation pilot, identifying successes, what could have been better, and takeaways for both the product and the pilot process. Group members appreciated the assignments and group activities using the Miro collaboration tool. Additional meeting topics included the unusable user, user categories, and the upcoming Circulation Advisory election for four open seats.

DEI in Metadata Working Group (8/26/22)

The DEI in Metadata Working Group met to review a documentation rewrite. Our goals were to better outline our decision-making process and methodology. We had also met earlier in the summer to revisit the decisions we made on subject headings related to immigration, so the August meeting was a chance to finalize that documentation as well.

The new documentation is available on the SWAN support site within the Cataloging section: Diversity, Equity, and Inclusion.

The group also discussed creating a process to supplement bibliographic records where authorized name headings do not match the identities of the contributors that they represent. For example, SWAN has encountered situations where authors have undergone gender transition including a name change, causing our bibliographic data to be inconsistent. This process is still in the planning stages. Aside from its DEI applications, this process will have the added benefit of addressing long-standing issues where common usage of names does not match versions established in the Library of Congress Authority File (e.g., Bernie Sanders vs. Bernard Sanders.)

Discovery & User Experience Advisory (7/21/22)

In the May 2022 DUX meeting, the group identified potential solutions for several design challenges, including the display of ISBNs in grouped records and administration features for library staff. In the July meeting, the group reviewed the solutions and voted on priorities for upcoming releases. In addition, they reviewed proposed mockups from ByWater Solutions for changes to filters and the account menu.

Major Projects & Research

Aspen Discovery

Aspen 22.08 was released August 10th, and it included some layout changes and features that pave the way towards a more significant visual redesign and alignment with the Aspen app. Aspen 22.09 will be released September 14th. Going forward, releases to production will be a week later, allowing for more testing time between the release to our test environment and go-live on production.

This Fall, two Aspen consortia – Yavapai and WYLD – are going live on the Aspen app and canceling their BLUEcloud Mobile contracts. We're keeping an eye on these rollouts and beginning our own

research efforts into a rollout towards the end of this year. We've already begun to explore costs and rollout strategies and we want to incorporate input from our libraries around essential features.

BLUEcloud Staff (Acquisitions, Cataloging, Circulation, MobileStaff)

BLUEcloud Central 22.05.00 was released Tuesday, September 7th. This release included minor enhancements as outlined in the SWAN News Post. Team product owners Samantha Dietel (Acquisitions), Claudia Nickson (Cataloging), Dave Pacin (Central), and Crystal Vela (Circulation) coordinate release updates and changes, reviewing any new roles and permissions added to increase functionality the morning after each release. Vickie Totton has joined the BLUEcloud Central team as product owner for MobileStaff which is also impacted with BLUEcloud Central releases.

When releases warrant, the team will provide a Members Update webinar to review release notes and demonstrate new functionality. This release did not.

Security Initiatives

The Information Technology and Systems Support team, in total, is reviewing the NIST 800-171 standard in earnest. Work will focus on completing key plans such as the Incident Response Plan and Disaster Recovery Plan while working on technologies to harden our security.

TLS-SIP2 Migration

Ian Nosek is working with OverDrive to transition our OverDrive connections for authentication from unsecured SIP2 to TLS (Transport Layer Security) SIP2. This will encrypt patron information so that it is not sent in clear text across transport layers/networks. This work is scheduled to occur in early October where each OverDrive consortium connection will be migrated individually.

Single Sign-On Pilot

Our Single Sign-On solution KeyCloak has been expanded to SWAN staff accounts when connecting to BLUEcloud Central applications. Currently the BLUEcloud interface supports single sign-on but is not sending a sign-off communication. In a multi-staff work environment where staff change responsibilities throughout the day, this is a requirement before we can deploy the solution. SirsiDynix knows our priority and has this on their roadmap. Realistically we cannot expect to see progress on this from SirsiDynix until early 2023.

In the meantime, we are researching and testing use of KeyCloak with other SWAN services. We have tested the SWAN community forums using KeyCloak. While our testing has verified this "proof of concept," operational use of single-sign-on with KeyCloak is not yet ready for member use deployment.

Group Purchases

Statistics comparing usage between the first and second years of the EBSCO group purchase were shared at the September Quarterly Meeting. We saw an increase in database usage and a decrease in cost-per-use.

We are close to getting a 10% discount from the Kanopy group purchase. With 2-3 more libraries signing on, all libraries in SWAN using Kanopy would receive the 10% discount (libraries currently receive a 5% discount). We're planning a webinar session with Kanopy (the previously scheduled September 12th session was canceled).

Enhanced Patron Notifications – MessageBee Consideration

The Quarterly Membership meeting on September 1, 2022, included a proposal on moving to Unique's MessageBee for enhanced notifications, including book cover art, customized library templates, and targeted library-specific information in email notifications. The complete proposal and presentation are available from the [Quarterly meeting archive](#).

Michael Szarmach will be leading SWAN efforts in testing all technical requirements and data exchange with Unique to evaluate the full capabilities. He has successfully tested hold pick-up notices and customization as illustrated to the right.
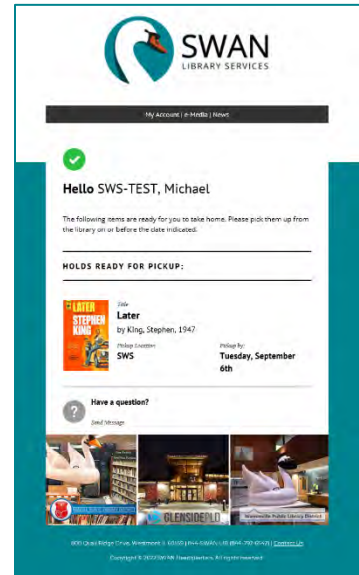
Crystal and Tara met with Brooklyn Public Library to discuss their research around patron notices, which was funded through a grant through the Hecksher Foundation for Children. Crystal has also been gathering examples of language used in notices among other libraries and consortia to explore potential language changes that might encourage patron behaviors (e.g., returning items on time) with an eye towards inclusivity (e.g., language that is clear for people with cognitive challenges such as dyslexia or ADHD).

Starting in August, daily overdue analysis reports have been run and archived. These reports indicate the average number of days items are overdue, per library. Crystal will be leading efforts to provide a snapshot of average days overdue. This data will be needed for comparison of timely return of material on loan should the membership move forward with the proposal.

External Collaboration & Partnerships

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

Date	Event Name	Teams Involved	Topic
Tuesdays: 7/12/2022- 8/30/2022	ByWater - Aspen weekly check-in	All (UX Lead)	Research & Development
8/4/2022	Aspen Gathering (pre-release)	All (UX Lead)	Research & Development
7/27/2022, 8/24/2022	SirsiDynix Sure Sailing	All	Partnerships
8/3/2022	SirsiDynix Library Relationship Meeting	Administration	Partnerships

Resource Sharing

New WorldCat

The new WorldCat was released in early August. The new interface to WorldCat is more closely aligned and similar to our library-specific WorldCat Discovery instances. Libraries should continue to rely on WorldCat Discovery to facilitate interlibrary loan as it supports scoping of worldwide, Illinois, SWAN, and local WorldCat holdings. Staff and patrons who request materials outside of the SWAN consortium have more scoping and ILL request options through their specific home library's WorldCat Discovery.

If patrons are not interested in placing requests for materials and simply want to search a worldwide bibliographic database, they may prefer WorldCat.org. On WorldCat.org, end users can set up an account to maintain lists of titles, select their favorite libraries, and download citations.

In both versions, links to the library's specific SWAN catalog are available. WorldCat.org is shown below on the left. A SWAN library specific WorldCat Discovery is shown on the right. Noticed the scoping and availability indicator in WorldCat Discovery which better facilitates interlibrary loan functions.
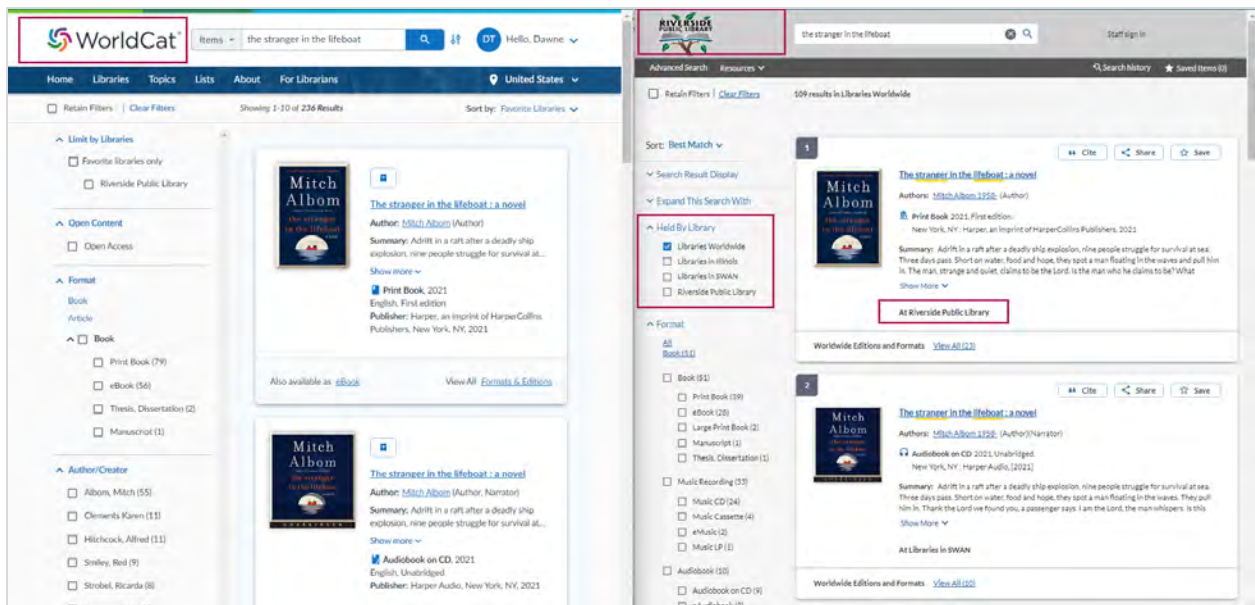
Internet Access Libraries

Our remaining Internet Access libraries, Brookwood Elementary School District 140 (GJS_SD140) and Kirby Elementary School District 140 (BJS_SD167) have transitioned to full Pseudo Library agency codes in Symphony. This means that items placed on hold for these partner school districts will appear as any other transit between our libraries. Our past practice of checking items out when ILL_LIBS was indicated as destination is no longer necessary. This has been an error-prone and

complicated process for libraries resulting in delivery delays for these schools. Helen Pinder will be training school district staff responsible for accepting deliveries and returning items on Tuesday, September 13th.

OCLC 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.

Now that the Holdings Update is reaching the final steps for SWAN and the other participating consortia, regular OHM holdings update processing will resume. We are currently running holdings updates gradually for the other Illinois consortia. These updates are taking longer than usual due to the length of time since the special update began. Once we've caught up with the other consortia, SWAN will run an update for ourselves, and regular monthly updates can resume. We expect to get SWAN holdings up to date by October.

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Issue/Outage:

While SWAN primary services did not report outages affecting the full membership, SWAN libraries experienced approximately three weeks of disrupted service with Baker & Taylor.

Baker & Taylor Outage

On August 22nd Baker & Taylor informed customers of an outage. On August 23rd they reported that this outage was due to a ransomware attack. SWAN staff have worked with member libraries and Baker & Taylor to help assess impact, next steps, and cautious restart to enable services.

As a safety measure, Bibliographic Services implemented a change to Baker & Taylor EDI vendor profiles that allowed us to exclude them from EDI processing reports. These reports retrieve files from Baker & Taylor's FTP servers, and we needed to ensure that no compromised files would make their way onto our servers.

After evaluating files for retrieval on Baker & Taylor's servers and working with member libraries to test EDI functions under strict supervision, we removed this block to fully restore service.

- [Known Issue: Baker & Taylor Server Outage](#)

Symphony Indexing issues

For the past month we have experienced six failures of our overnight index rebuild. While this impacted a handful of specific records and inability to search for those records in WorkFlows, it did not have any impact on patrons. Working with SirsiDynix, they identified some ill-formed records in

our dynamic index. On September 7th, this was corrected with minimal disruption (less than 5 minutes for catalog functions only).

- [Known Issue: Possible indexing issues due to abnormal overnight processing](#) (Closed 9/7)
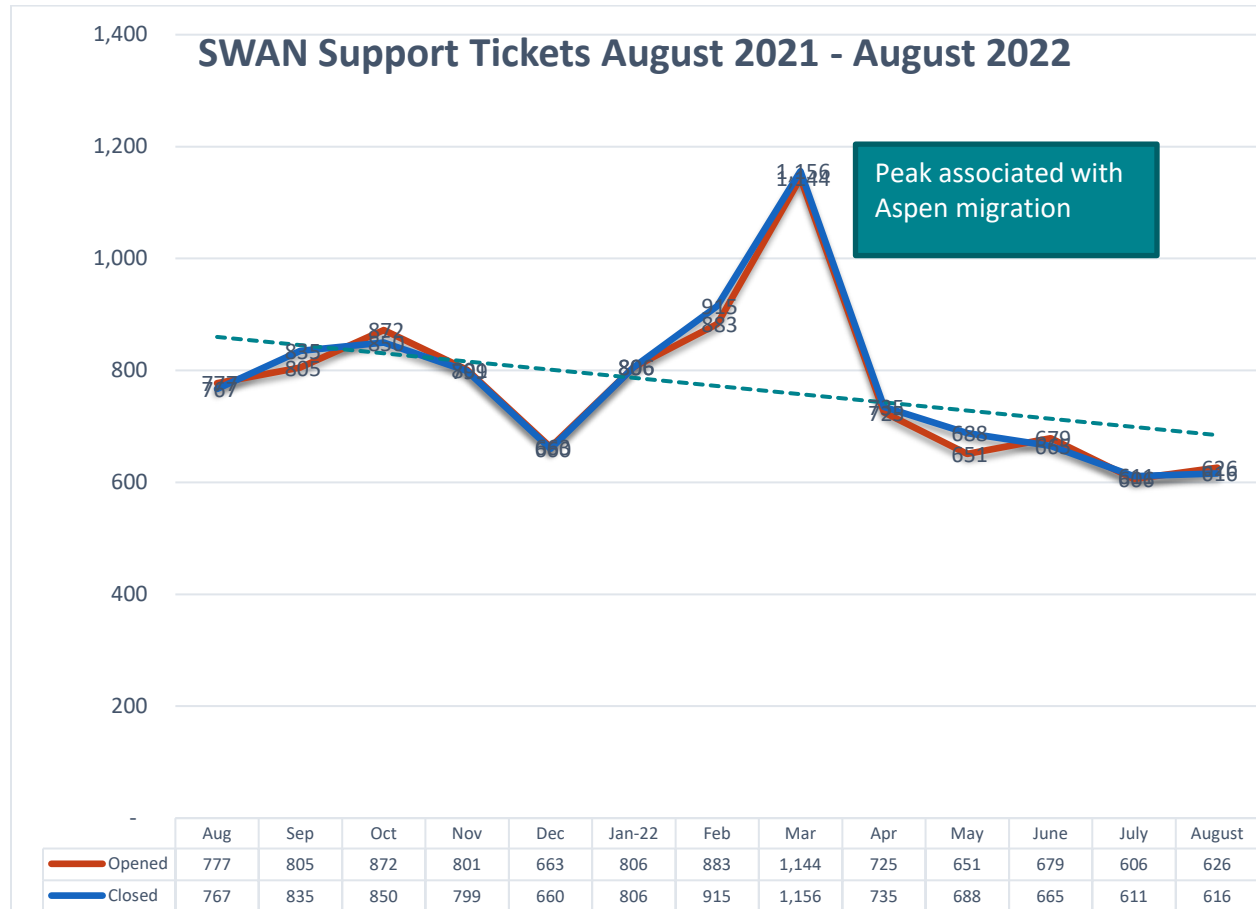
Outage tracking

Uptime percentage thus far in 2022 is 99.989%. This is comparable with our uptime, as calculated since 2017.

- 2017 – 99.995%
- 2018 – 99.986%
- 2019 – 99.992%
- 2020 – 99.989%
- 2021 – 99.993%

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
7/12/2022	9:30	15	ICN	No	Yes	ICN seemed to have connectivity issues, libraries using ICN for ISP lost their VPN connection
8/10/2022	11:38	60	SIP2	No	Yes	sip2currency.tbl was inadvertently deleted from the system, restored file and SIP is back up and running.
9/7/2022	13:50	5	Symphony	No	Yes	Index heading rebuild on dynamic index. Possible brief disruption for cataloging.

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 4th of July holiday due to the Baker & Taylor EDI file transfer issues and in August, again reflective of the Baker & Taylor outages.

SWAN Support Tickets August 2021 - August 2022

Peak associated with Aspen migration

	Aug	Sep	Oct	Nov	Dec	Jan-22	Feb	Mar	Apr	May	June	July	August
Opened	777	805	872	801	663	806	883	1,144	725	651	679	606	626
Closed	767	835	850	799	660	806	915	1,156	735	688	665	611	616

SWAN Support Tickets Opened/Closed in Past 12 Months

Support Site Migration

While researching options for the support site migration, we have determined that we'd like to split this project into two pieces. First, we would like to move our support site to managed hosting, which would provide Drupal-specific testing and development tools unavailable to us through our current Azure self-hosting. Second, we need to move our support site from Drupal 7 to Drupal 9, which requires a full site rebuild. Most likely, we will require assistance from a firm to help with the site rebuild, but moving to managed hosting will help us to more easily test what we're able to accomplish and manage in house. The end-of-life for Drupal 7 is currently scheduled for November 2023.

Documentation Updates

Recently added documentation in July and August includes:

- [Global Item Modification wizard](#)
- [On-Order Holds Extension](#)
- [Holds Shelf (BLUEcloud)](#)
- [Holds Pull List (BLUEcloud)](#)
- [ILLINET Traffic Survey](#) (Updated for FY22 statistics)
- [Diversity, Equity, and Inclusion](#) documentation portal
  - [DEI in Metadata Overview](#)
  - [Immigration Headings](#)
  - [LGBTQ+ Headings](#)
  - [DEI Automation](#)

On-site Training and Consultation

We continue to see an increase in requests for Bibliographic Services to work with member libraries who have had changes in staff. Having a strong set of online training modules helps with the jump start on training new staff. But working within the local environment is most effective to account for diverse processing and local practice.

Training Modules & Recordings

Recently added and updated trainings in July and August includes:

- [Learn: Searching in WorkFlows](#) (SWAN Online Learning module)
- [Directors' Orientation for SWAN Members](#)

Claudia Nickson authored the new online course *Searching in WorkFlows*, which provides tips on how to effectively search specific indexes in WorkFlows. This course is recommended for any staff using WorkFlows to find items for cataloging, placing holds, or checking status.

Maintenance

Automatic Monthly Patron Record Removal

August marked the first month removing patron records for users who have been inactive for over 9 years. Over the course of the past year, ongoing monthly maintenance of these inactive patron records has resulted in the removal of 25,623 patron records.

With increased efforts by all SWAN libraries in managing inactive patrons, as well as those that have moved out of service area, we have reduced the number of user records in the system to approximately 980,000. Looking at all patron records in the database, 683,008 or 69.7% have been active since 2019. We hope to continue increasing this percentage of active users through active maintenance.

Number of Patrons - Last Activity Year

Number of Patrons - Last Activity Year chart showing values: 144, 328, 275, 214, 257, 299, 423, 347, 545, 583, 514, 777, 769, 43,785, 51,951, 79,358, 124,179, 115,412, 331,840 across years 1999 to 2020+.
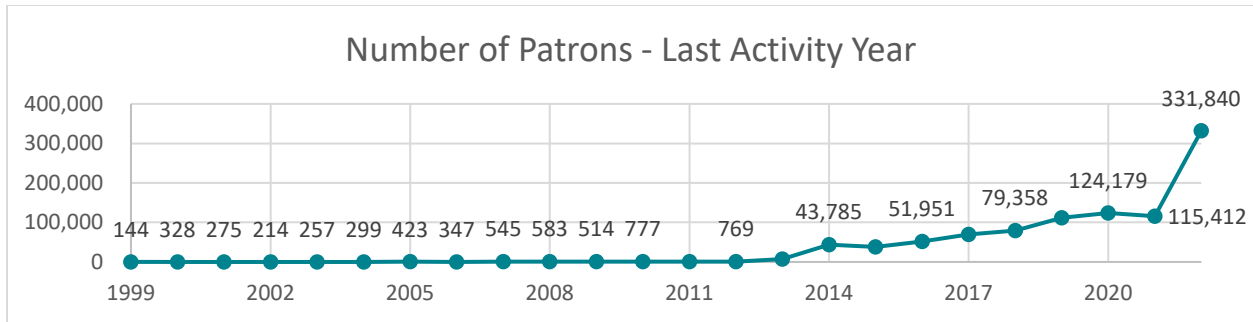
Dave Pacin will be leading efforts to manage the 2022 National Change of Address (NCOA) and geo-location updating of our database later this fall.

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

SendGrid statistics reflect emails sent from SWAN. 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%. While success rates above 95% are considered good in the mass email market, follow-up on individual email addresses in error would increase our delivery rate.

			Addresses				Messages	
Month/Yr	Total Emails Sent	Success Rate	Email Addresses Bounced	Email marked SWAN as SPAM	Invalid Emails	Blocks	Bounce Drops	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
July, 2022	432,080	97.78% (422,516)	596	65	202	1,920	5,664	1,902
August, 2022	454,501	96.88% (452,300)	709	59	239	2,819	9,996	2,116

Phone Notice Tracking

Phone notifications are sent through SWAN's contracted service with Unique Management and relies on their MessageBee voice delivery system.

Month, Yr	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
October, 2021	9,185	8,899	96.89%	286	3.11%
November, 2021	8,540	8,253	96.64%	287	3.36%
December, 2021	7,956	7,687	96.62%	265	3.33%
January, 2022	8,846	8,580	96.99%	266	3.01%
February, 2022	7,197	6,995	97.19%	201	2.79%
March, 2022	8,890	8,678	97.62%	212	2.38%
April, 2022	8,316	8,077	97.13%	239	2.87%
May, 2022	9,920	9,693	97.71%	227	2.29%
June, 2022	8,762	8,520	97.24%	242	2.76%
July, 2022	8,443	8,197	97.09%	246	2.91%
August, 2022	9,337	9,073	97.17%	264	2.83%

The dashboard highlights the high delivery rate of our hold and overdue voice messages.
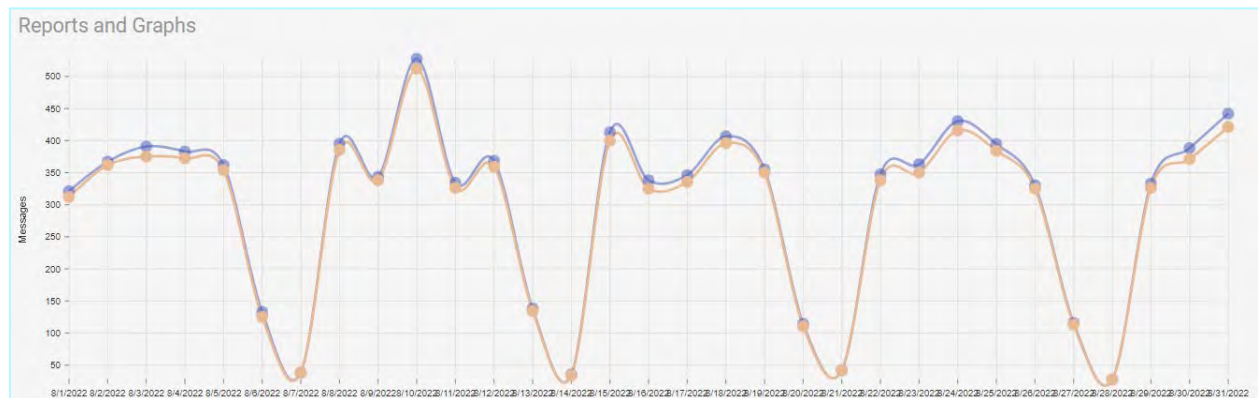
SMS notice tracking

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. A slight increase in July and August success rates may be attributed to the new daily reports sent to libraries for immediate follow-up on failed text messages.

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%
July, 2022	33,468	42	41,040	74,550	90	1,358	702	97.12%
August, 2022	32,717	55	41,241	74,013	87	1,126	633	97.51%

SWAN Announcements

Staff Development & Presentations

SWAN staff are actively pursuing team-based development in SirsiDynix' Data Control which enables batch level editing of bibliographic, patron, and circulation data. Dave Pacin will be leading SWAN staff efforts in this area as we build templates to help automate common data editing requirements and reduce bottlenecks.

Staff Changes – Welcome Olivia!

Olivia Montolin started on September 6th as our new E-Resources Consultant on the UX team. Olivia has a background working in public and academic libraries, and she comes to us from Ex Libris, where she worked as an implementation consultant for Alma and Primo VE.

Appendix: Statistics

Cataloging & Collections

Cataloging statistics highlight the shared bibliographic database of physical materials maintained by our SWAN libraries and SWAN centralized cataloging staff.

OCLC Cataloging Counts

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.

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2020	99	111	69	152	98	129	88	102	76	62	56	46	**1,088**
Copy 2020	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	**24,467**
Orig 2021*	41	53	54	73	49	88	49	71	80	65	72	104	**799**
Copy 2021*	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367	1,463	2,295	1,802	**21,769**
Orig 2022	84	143	93	57	106	97	52	133					
Copy 2022	1,808	2,283	2,059	2,299	2,239	1,886	1,976	2,706					

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

Catalog title and item counts

We will be reporting catalog title and item counts over time starting this month. Preceding this comparative analysis, some initial statistics on size of our SWAN physical collections and number of titles and items added within the past year may offer insights.

NOTE: Collection size may not include all items in process of discard or missing reconciliation. This discrepancy represents a statistically insignificant part of the collection.

Title Count by Publication Year

Unique titles (catalog keys) were tallied based on publication year. Missing or inaccurate publication dates represent a very small percentage of the database. Current title count is 1.4 million.

Catalog Pub Year	Number of Catalog Records	Percent to Total (Number of Catalog Records)
Total	**1,430,841**	**100.00%**
Unknown/Invalid	35,046	2.45%
1950-1979	72,154	5.04%
1980-1989	77,596	5.42%
1990-1999	184,946	12.93%
2000-2009	398,537	27.85%
2010-2019	532,778	37.24%
2020-Current	129,784	9.07%
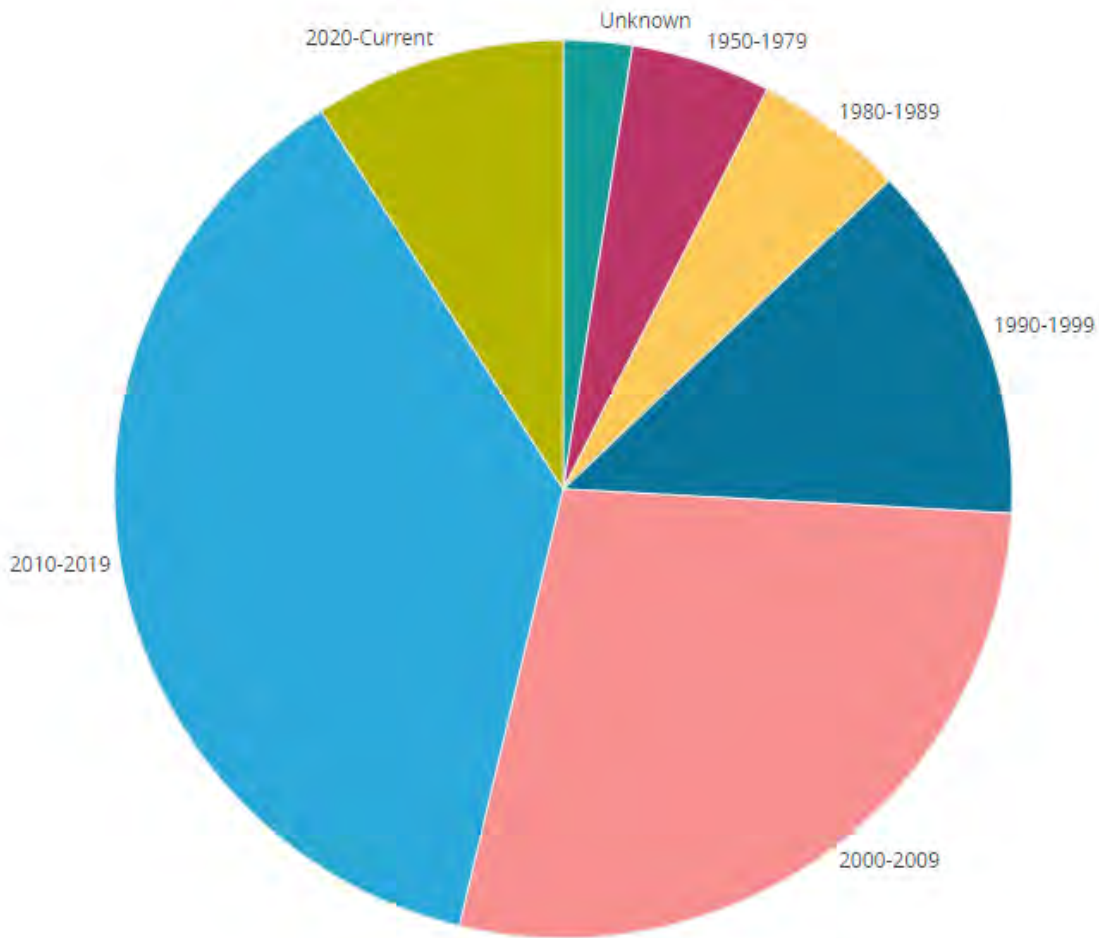
Titles Created Last Year

In the past year, 61,117 titles have been added. This is an average of 5,093 new titles added per month. The chart below shows September-December 2021 and January-August 2022.
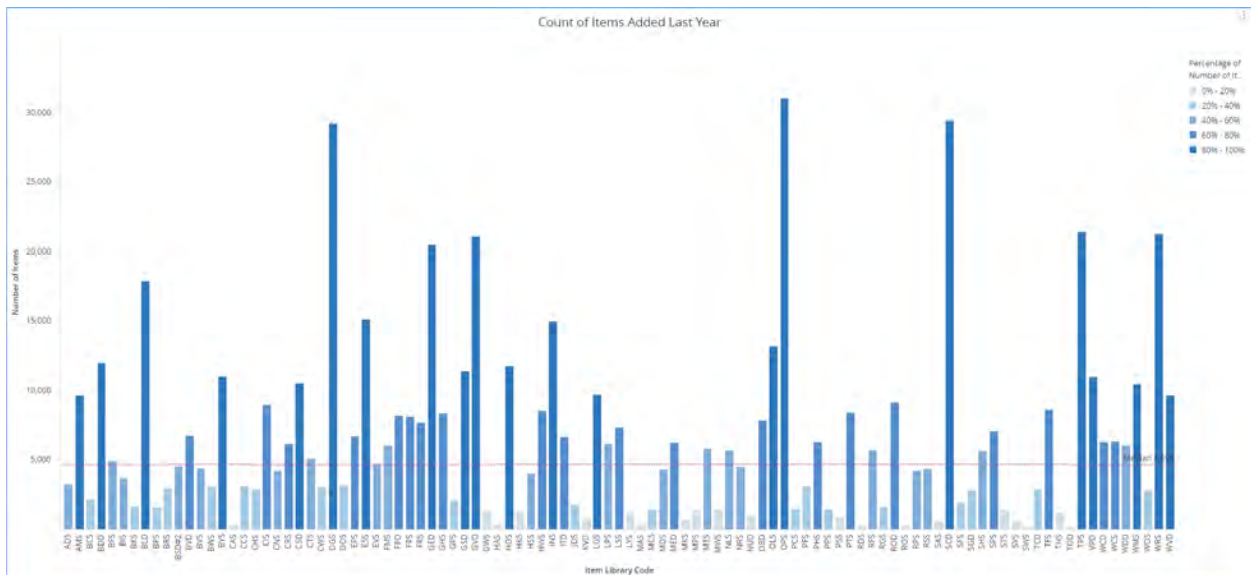

Count of Titles Created in Last 12 Months
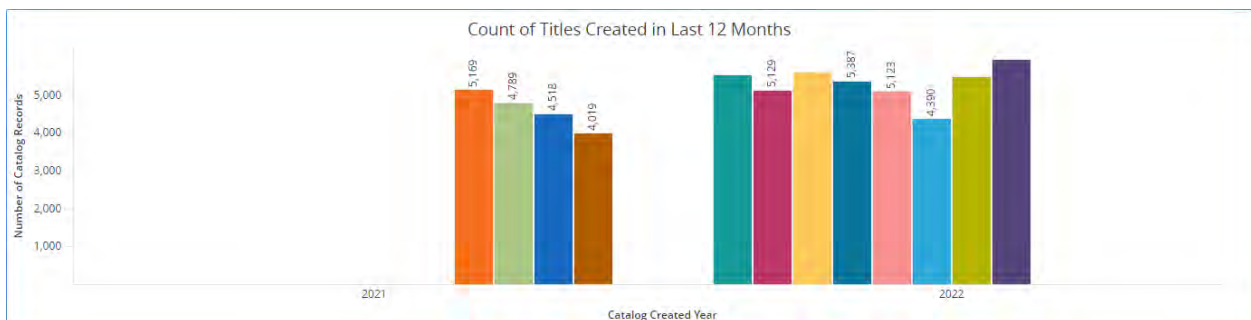
Item Count by Library

Total item count is 7,794,756. Median per library is 63,582.

Total Item Count, by Library
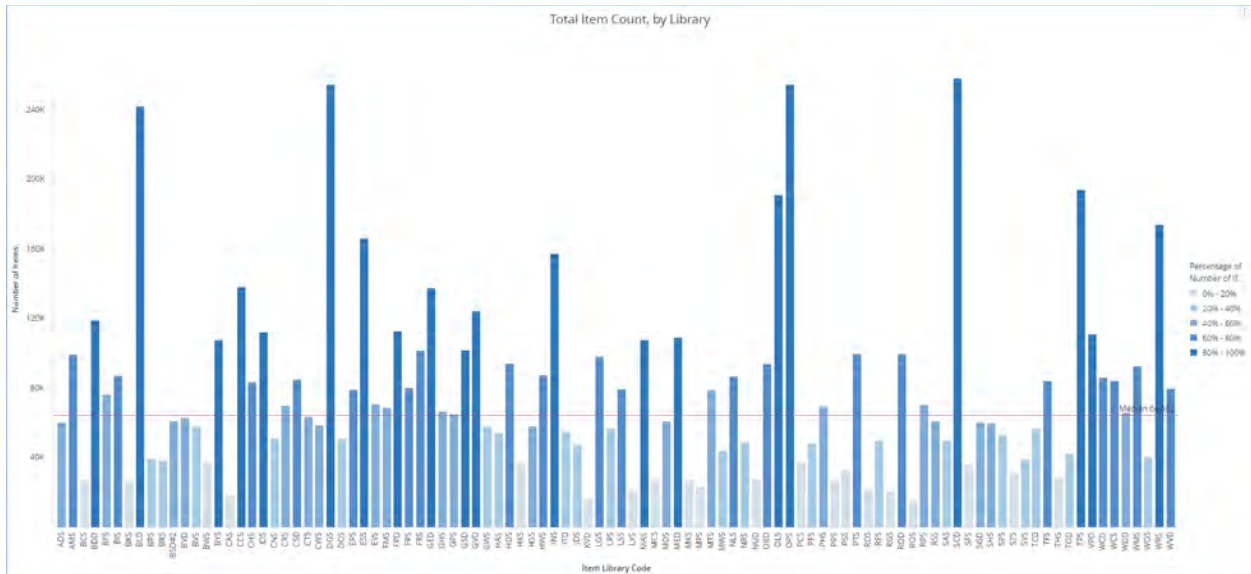
Items Added by Library, in Last Year

Items added in the last year represent 654,385 in total, with a median per library of 4,696 items. The median line is represented on the chart.

Count of Items Added Last Year

Percentage Comparison – Total Items vs Items Added in 2022

When comparing total collection size as a percentage of SWAN total vs percentage of items added in 2022, it is more apparent which libraries may be having difficulties with budget or staffing needed to add to their collection. Of the 34 libraries adding a larger percentage to the SWAN collective catalog, 13 are new libraries joining SWAN within the past five years. Our growth continues to make SWAN stronger for all participating libraries.

Percentage Comparison - Total Items vs Items Added in 2022
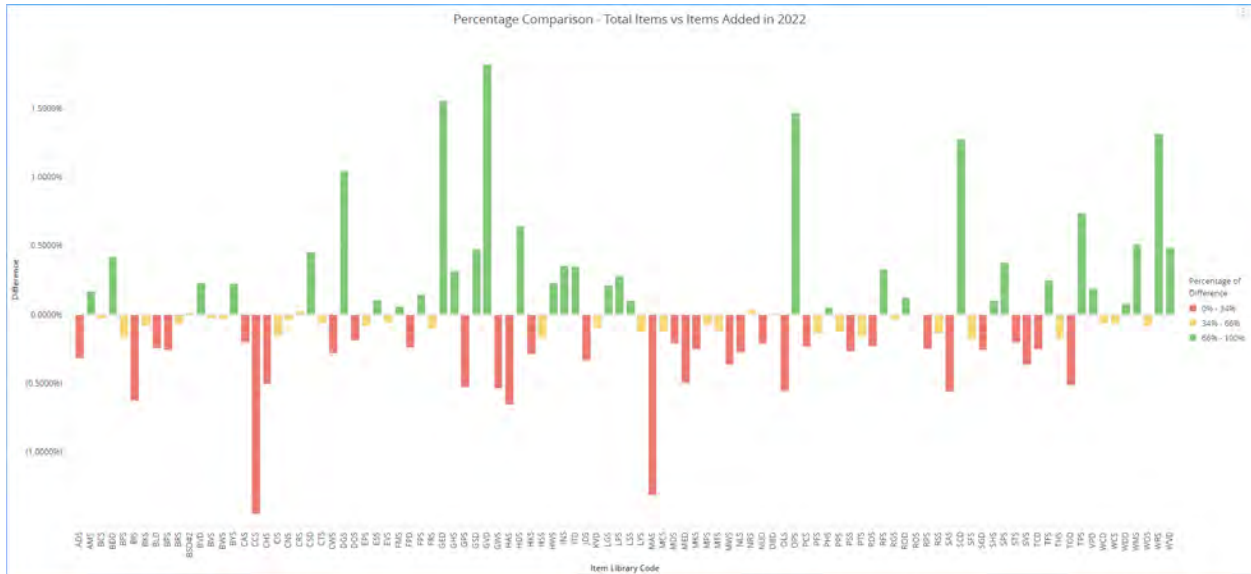
Circulation

Circulation in prior month

Mondays showed the highest circulation during each week in August.

Daily Circulation Totals - Previous Month
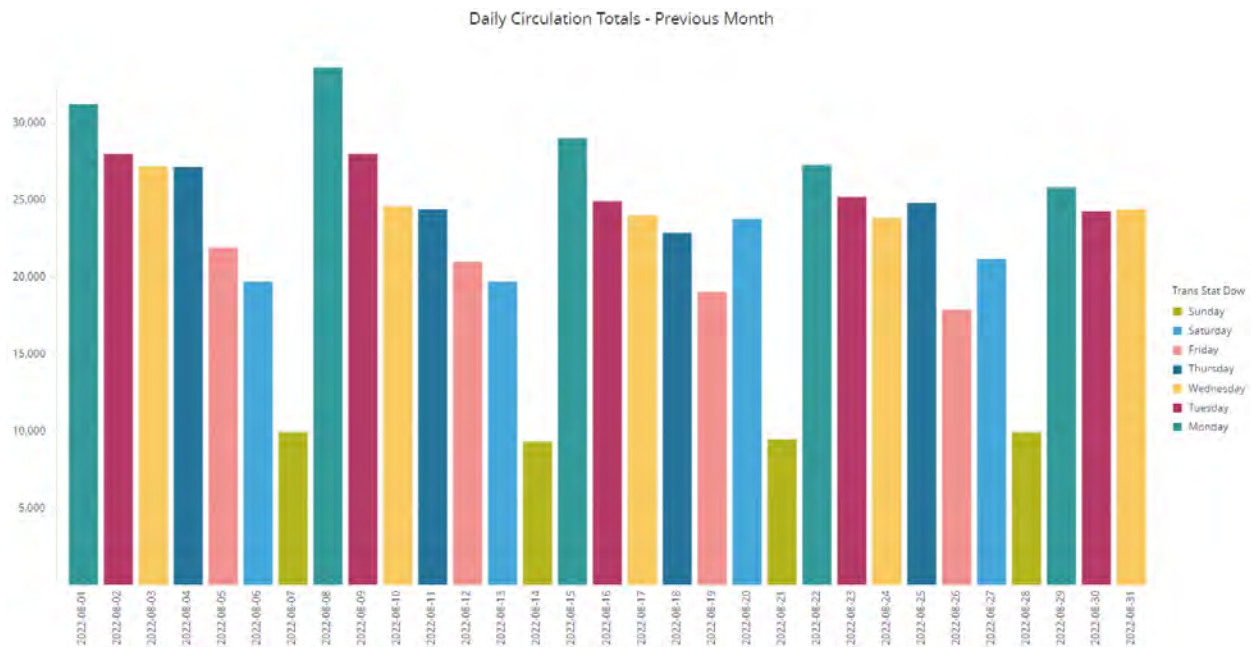
Looking at circulation counts, by library, illustrates the diversity in size of our SWAN libraries. While size largely determines circulation, there may be other factors impacting circulation counts.

Monthly Circulation Totals, by Library - Previous Month
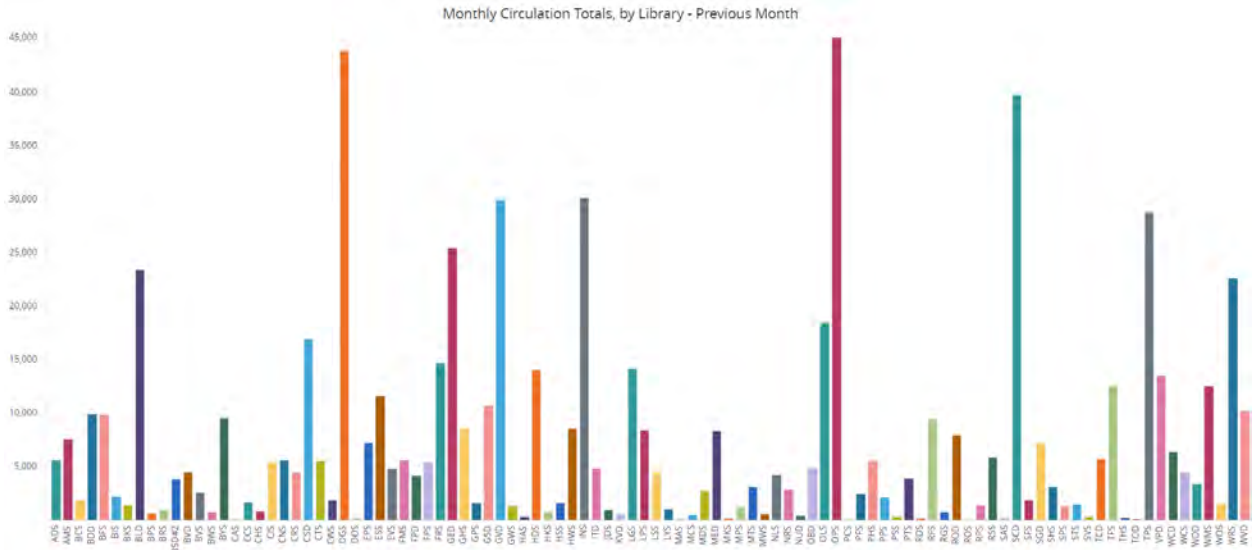
Monthly total comparison since 2019

The monthly comparison of total circulation, by month, indicates continued increase but not yet at 2019 levels. August 2022 circulation reached 80% of 2019 numbers representing the largest percentage since March 2020 with pre-pandemic levels. Also encouraging is the continued circulation through August. In 2019, circulation dropped to 88% of July 2019 totals. In 2022, August circulation was 97% of July circulation. The summer reading circulation bump has been sustained through August 2022.

Circulation Snapshot 2019-Current
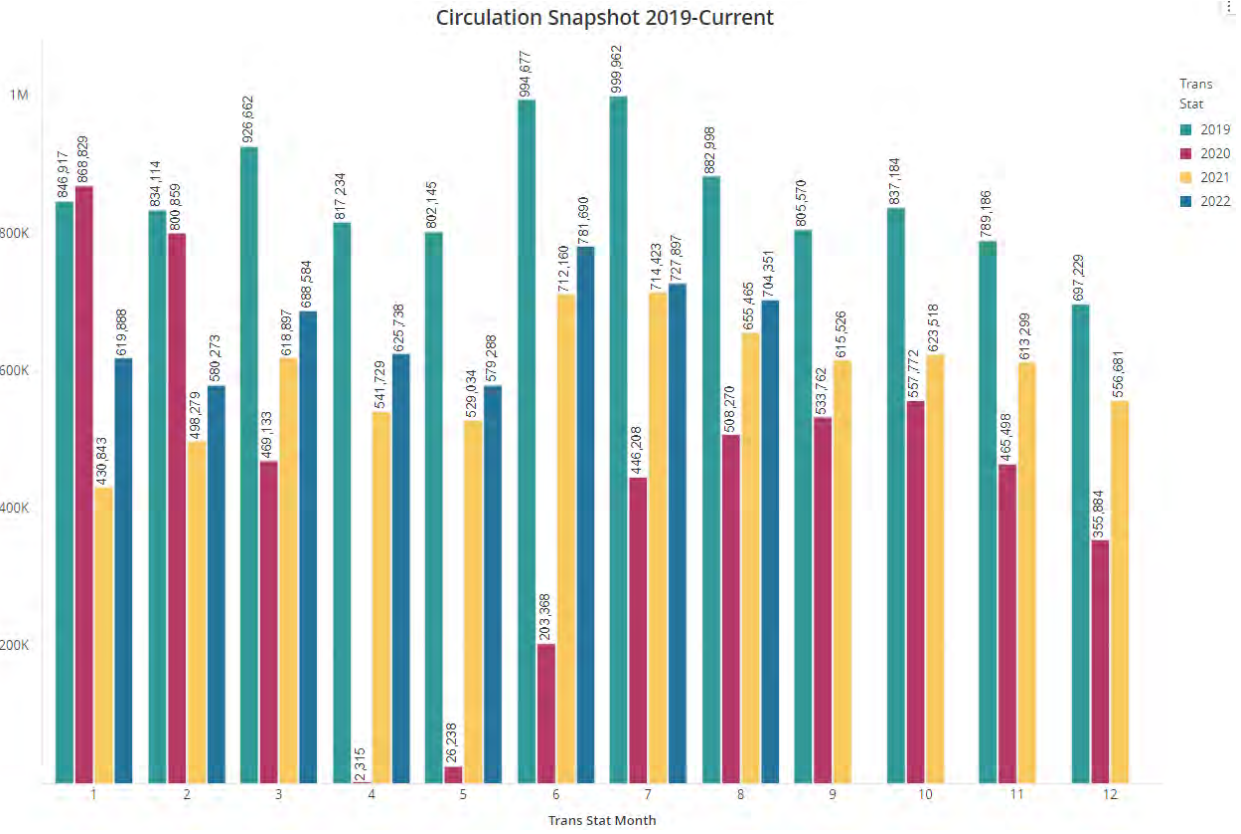
Holds

Holds By Source

As libraries went live on Aspen from July 2021 through May 2022, the percentage of holds in Aspen gradually increased and Aspen now accounts for around 70% of holds. Holds placed in Workflows have decreased from 21% to 19% over the year and holds placed in the BLUEcloud Mobile app have increased from 8% to 10% of total holds placed.
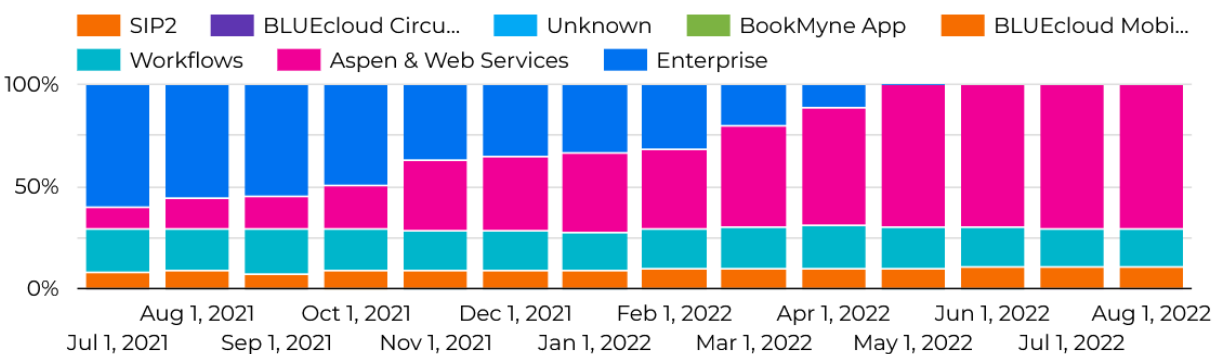
Holds Placement & Pick-up

The number of patrons placing and picking up holds remains remarkably stable since February 2020. Although, we have seen this average steadily rise since May. From May-August 2022, the number of

patrons placing holds rose by 15% which is significant. This correlates with summer reading programs and full adoption of Aspen as our online catalog. We will be tracking this trend to see if patrons are more comfortable and successful placing holds in the new catalog.

Trends in Holds, Feb 2020 - August 2022
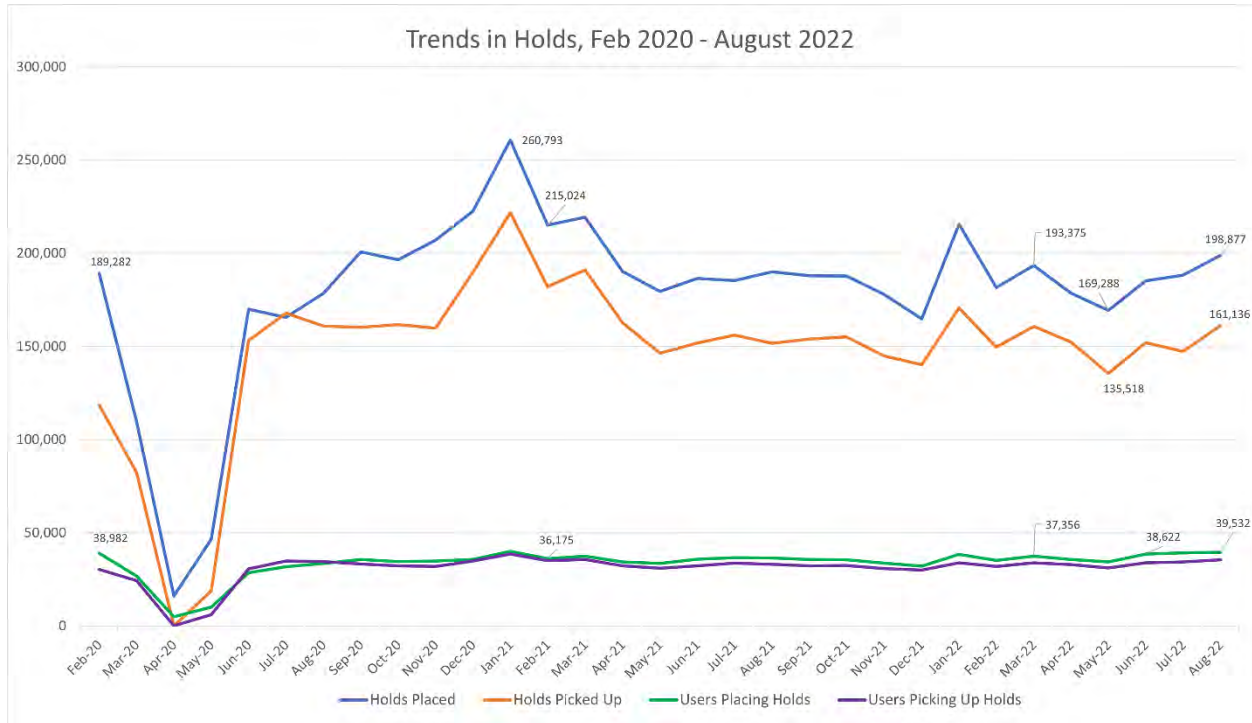
Interlibrary Loan & Resource Sharing

Interlibrary loan between SWAN libraries, as determined by items placed in transit returned to pre-pandemic levels in spring 2021. While number of holds placed is comparable to pre-pandemic, transit since September 2021 are slightly down (between 2-12%). This reduction in items being transited may be due to the hold placement algorithms working in Aspen. In Aspen, placing a hold at the grouped record level will determine if the library has an available copy and will place the hold on the catalog record associated with their holdings.

Items Placed In Transit
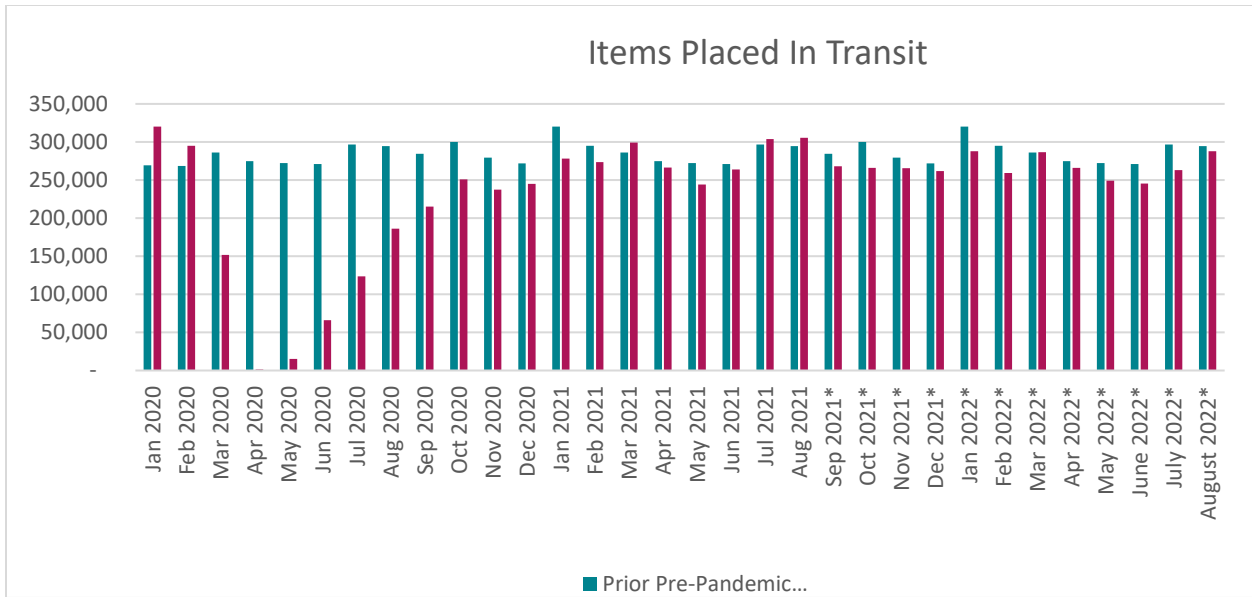
OCLC Worldwide Resource Sharing

Our combined OCLC interlibrary loan statistics show that SWAN continues to be a net lender.

Non-SWAN ILL 03/2019 - 08/2022
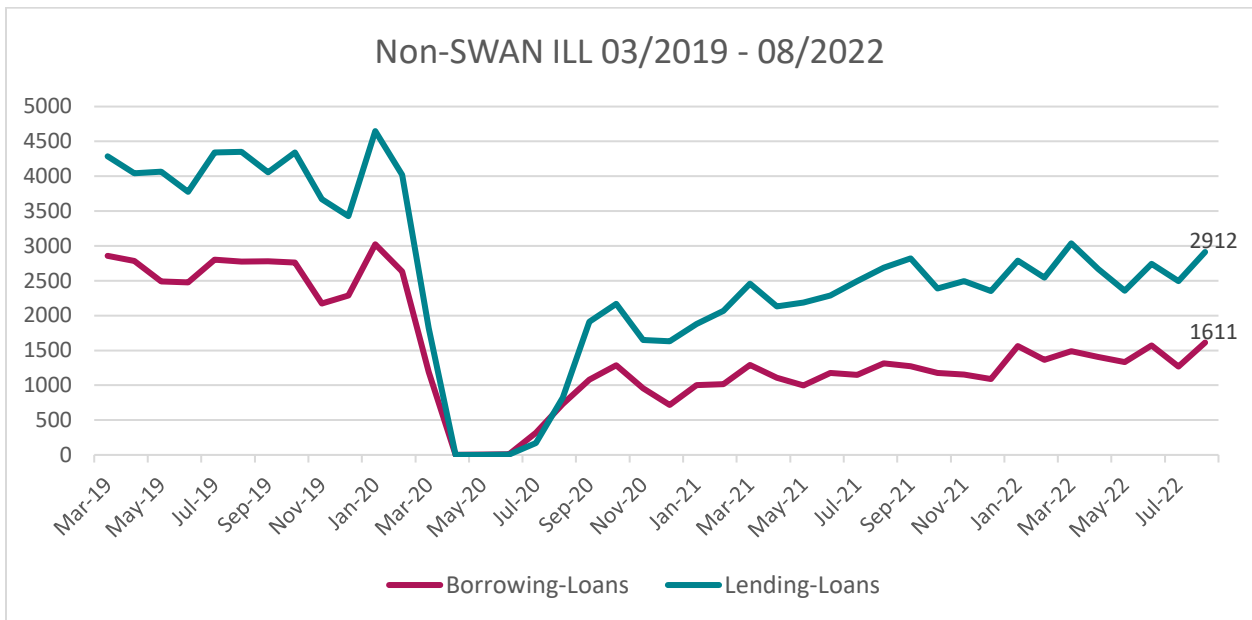
Our net lender ratio fell below 1 only during the time when delivery was suspended in the state.

Lending to Request Ratio
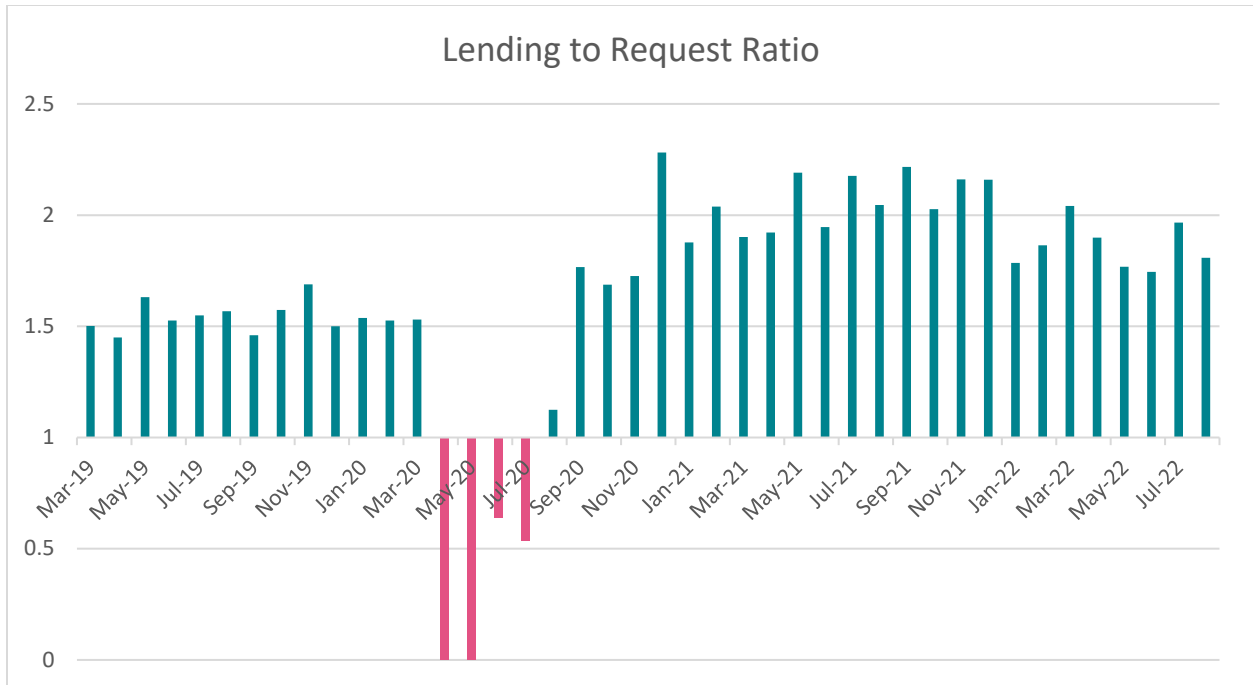
Online Public Catalog - Aspen

Top 25 Searches in Aspen (July & August 2022)

1. where the crawdads sing
2. colleen hoover
3. it ends with us
4. verity
5. the seven husbands of evelyn hugo a novel
6. the summer i turned pretty
7. every summer after
8. minecraft
9. the silent patient
10. ugly love
11. harry potter
12. book lovers
13. stranger things
14. diary of a wimpy kid
15. things we never got over
16. lessons in chemistry
17. hilderbrand, elin
18. the midnight library
19. wings of fire
20. the it girl
21. the hotel nantucket a novel
22. pokemon
23. beach read
24. dog man
25. heartstopper

Results Pageviews in Aspen

Searches in Aspen rose steadily as more libraries went live throughout the year (all libraries were live May 2022).
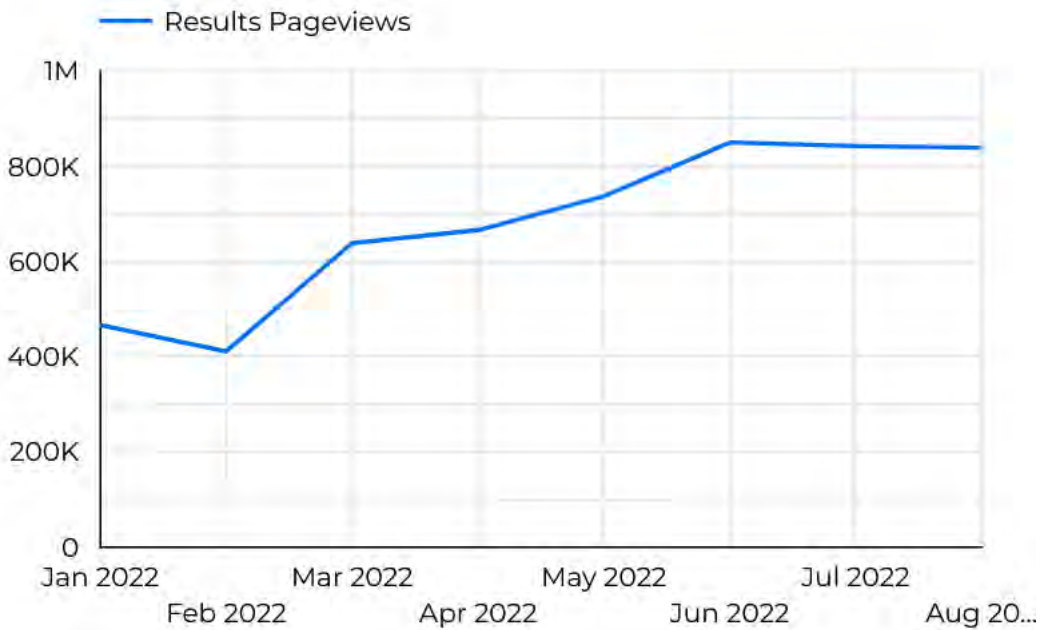
01-22	02-33	03-22	04-22	05-22	06-22	07-22	08-22
450,066	401,684	628,158	651,799	725,320	822,682	829,934	841,242

Usage of Recommendations

Browse categories appear on the home page and they are generated by library staff (A). "More Like This" are auto-generated by Syndetics and appear on a grouped work or record detail page (B). "While You Wait" are auto-generated by Aspen, and appear when you place a hold or view your holds and checkouts (C). This data measures clicks on title recommendations presented to patrons.
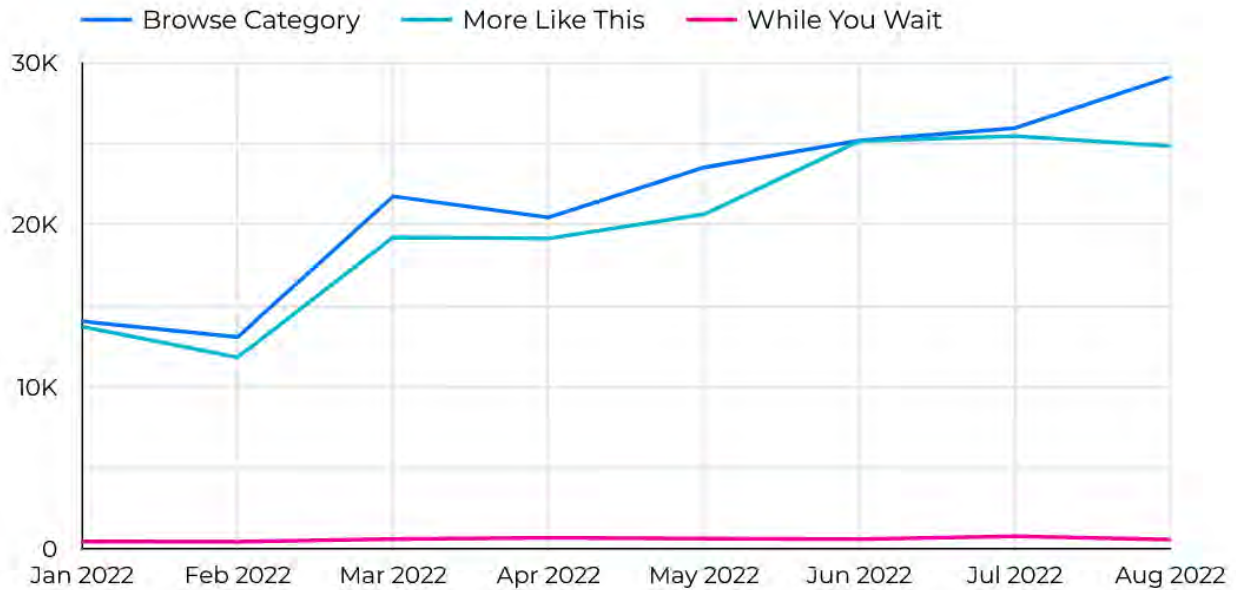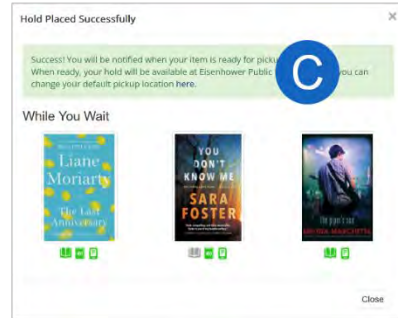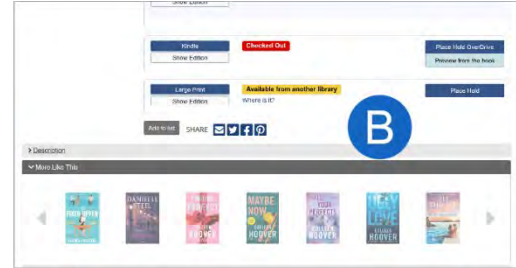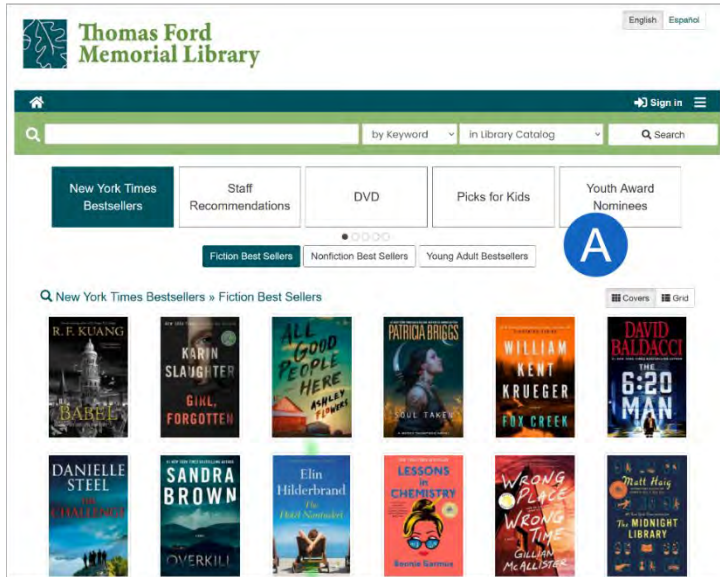
	01-22	02-22	03-22	04-22	05-22	06-22	07-22	08-22
Browse Category	13,692	12,421	21,365	20,793	21,815	24,432	24,193	28,098
More Like This	13,366	11,700	17,714	19,798	21,138	25,337	25,339	25,823
While You Wait	467	409	595	628	676	666	724	650

Date: **September 16, 2022**
To: **SWAN Board**
From: **Aaron Skog, Executive Director**
Re: **FY24 Budget Timeline**

_____

We are about to start preparation of the fiscal year 2024 budget for the July 1, 2023 – June 30, 2024 period. Below is a timeline of the budget process.

DATE	MEETING TYPE	ACTION ITEMS
September 1 - 30, 2022	Executive Director	Collect county tax data, submit FOIA to Cook County Treasurer for tax data.
Friday, October 21, 2022	Regular SWAN Board Meeting	Aaron begins work on budget, brings questions to SWAN Board if needed.
November [TDB]	Finance Committee	Aaron Skog and Treasurer review Budget; SWAN potential policies are reviewed.
Friday, November 18, 2022	Regular SWAN Board Meeting	Board accepts financial audit.
		Aaron to bring budget draft; Board discuss Fees and determines next steps.
Thursday, December 1, 2022	Quarterly	Announce budget process
Friday, December 16, 2022	Regular SWAN Board Meeting	Review of budget draft.
		Approve RAILS LLSAP grant agreement
Sunday, January 1, 2023		Signed LLSAP grant agreements due to RAILS

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.
		Recommend Draft of SWAN Budget for Membership Presentation. Set Budget Meeting date for February for membership review.
January 2023 [TBD]	SWANcom	Board present draft budget to membership.
	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
February 2023 [TBD]	Membership Meeting	Meeting to discuss budget, fees, and reserves worksheet.
Friday, February 17, 2023	Regular SWAN Board Meeting	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership.
Thursday, March 2, 2023	Quarterly	Roll call vote to approve SWAN budget.