SWAN BOARD MEETING AGENDA

October 21, 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 October 21, 2022 SWAN Board Meeting Agenda

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE OCTOBER 21, 2022 SWAN BOARD
   MEETING AGENDA AS PRESENTED

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

   a. Balance sheet and detail of expenditures for September 2022
   b. Approval of the payment of bills for September 1, 2022 through September 30, 2022 in
   the amount of $53,532.37

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

5. Action Item – Acceptance of the September 16, 2022 SWAN Board Meeting Minutes (Exhibit pgs. 13-15)

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

6. Reports
   a. Board President Report
   b. Executive Director Report   (Exhibit pgs. 16-23)
   c. Operations Report   (Exhibit pgs. 24-50)
   d. Treasurer Report
   e. Board Calendar   (Exhibit pgs. 51-53)

7. Discussion Item – New SWAN employee policy: Leave Donation/Leave Sharing Policy

8. Discussion Item –New library director orientation & engagement

9. 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 September 30, 2022

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	$ 1,308,009.24
Hinsdale Bank - MM - 5010	990,874.77
Propay Funds	$ 42.86
Total Cash and Cash Equivalents	$ 2,298,926.87
Current Assets	
Accounts Receivable	74,761.93
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	9,774.34
Spares Inventory	1,732.50
Total Current Assets	$ 109,735.85
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	$ 2,427,535.73
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
Compensated Absences	123,319.88
Lease Payable	31,030.39
Total Current Liabilities	$ 237,745.12
Long Term Liabilities	
Total Liabilities	$ 237,745.12
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,430,972.46
Total Beginning Net Assets	2,452,167.46
Current YTD Net Income	(262,376.85)
Total Fund Balance	2,189,790.61
Total Liabilities and Fund Balances	$ 2,427,535.73

Statement of Revenue and Expenses Summary
For the 3 Months Ended September 30, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$1,726.25	$749,678.25	$3,003,359.00	$ 2,253,680.75	24.96%
4100 - Membership Reimbursements	236.92	437,002.76	445,686.00	8,683.24	98.05%
4200 - Reimbursement for Losses	-	10,533.53	50,000.00	39,466.47	21.07%
4300 - Grant Revenue	131,845.25	131,845.25	527,381.00	395,535.75	25.00%
4400 - Registration & Event Receipts	-	3,330.00	12,000.00	8,670.00	27.75%
4500 - Investment & Interest	2,044.55	5,218.21	1,000.00	(4,218.21)	521.82%
4600 - Reserve Fund Transfer	-	-	34,000.00	34,000.00	0.00%
Total Revenue	139,584.67	1,348,614.05	4,143,426.00	2,794,811.95	32.55%
Expenses					
5000 - Salaries & Wages	154,883.89	355,748.79	1,546,800.00	1,191,051.21	23.00%
5020 - Personnel Benefits	38,514.81	103,756.26	494,900.00	391,143.74	20.97%
5100 - Building & Grounds	10,599.55	33,866.96	124,270.00	90,403.04	27.25%
5200 - Professional Development	200.00	375.00	20,000.00	19,625.00	1.88%
5300 - Membership Development	(8,133.00)	70.41	3,900.00	3,829.59	1.81%
5400 - Information & Technology Services	8,445.31	1,055,938.47	1,238,600.00	182,661.53	85.25%
5500 - General Office	62.77	309.37	2,100.00	1,790.63	14.73%
5600 - Hardware & Equipment	335.62	760.92	55,800.00	55,039.08	1.36%
5700 - Insurance	4,362.00	7,105.00	11,100.00	3,995.00	64.01%
5800 - Contractual Services	11,087.53	26,588.12	70,200.00	43,611.88	37.87%
5900 - Library Materials & Content	4,003.01	22,155.71	564,006.00	541,850.29	3.93%
6000 - Interest & Fees	227.11	862.39	5,050.00	4,187.61	17.08%
6100 - Other Expenses	-	-	3,607.00	3,607.00	0.00%
Total Expenses	224,973.60	1,610,990.90	4,147,033.00	2,536,042.10	38.85%
Excess Revenues less Expenses	$ (85,388.93)	$ (262,376.85)	$ (3,607.00)	$ 258,769.85	

Statement of Revenue and Expenses
For the 3 Months Ended September 30, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 1,726.25	$ 749,678.25	$ 2,999,659.00	$ 2,249,980.75	24.99%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	236.92	437,002.76	445,686.00	8,683.24	98.05%
4220 - Reimbursement Losses for Resource Sharing	0.00	10,533.53	50,000.00	39,466.47	21.07%
4240 - E-Commerce Transactions	3,731.70	11,006.05	70,000.00	58,993.95	15.72%
4310 - RAILS Support to SWAN	131,845.25	131,845.25	527,381.00	395,535.75	25.00%
4499 - Annual Conference Receipts	0.00	3,330.00	12,000.00	8,670.00	27.75%
4510 - Interest Income	2,044.55	5,218.21	1,000.00	(4,218.21)	521.82%
4600 - Reserve Fund Transfer	0.00	0.00	34,000.00	34,000.00	0.00%
Total Revenue	139,584.67	1,348,614.05	4,143,426.00	2,794,811.95	32.55%
Expenses					
5000 - Salaries & Wages	154,883.89	355,748.79	1,546,800.00	1,191,051.21	23.00%
5021 - FICA Expense	11,477.69	26,258.75	118,400.00	92,141.25	22.18%
5023 - Worker's Compensation	4,443.00	5,416.00	3,900.00	(1,516.00)	138.87%
5024 - Retirement Benefits	9,670.70	33,261.24	140,900.00	107,638.76	23.61%
5025 - Health, Dental, Life And Disability Insurance	12,923.42	38,610.27	228,800.00	190,189.73	16.88%
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	29,323.02	113,160.00	83,836.98	25.91%
5120 - Utilities	597.72	3,393.95	5,700.00	2,306.05	59.54%
5130 - Property Insurance	0.00	160.50	650.00	489.50	24.69%
5140 - Repairs & Maintenance	32.49	209.49	1,560.00	1,350.51	13.43%
5150 - Custodial Service & Supplies	195.00	780.00	3,200.00	2,420.00	24.38%
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	200.00	200.00	6,800.00	6,600.00	2.94%
5240 - Professional Association Membership Dues	0.00	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	0.00	70.41	1,400.00	1,329.59	5.03%
5330 - Library Professional Development	385.00	3,453.50	6,700.00	3,246.50	51.54%
5399 - Annual Conference	(8,133.00)	0.00	2,500.00	2,500.00	0.00%
5420 - Application Software Licensing	42.49	6,376.57	20,600.00	14,223.43	30.95%
5430 - Server Software Licensing	6,324.05	27,224.23	96,600.00	69,375.77	28.18%
5440 - Library Services Platform	0.00	912,459.70	985,700.00	73,240.30	92.57%
5450 - Data Management Services	0.00	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	582.21	3,328.95	7,700.00	4,371.05	43.23%
5480 - Telecommunications	1,096.56	1,766.34	14,500.00	12,733.66	12.18%
5490 - Group Purchases - Services	400.00	16,820.86	5,900.00	(10,920.86)	285.10%
5510 - Office Supplies	53.82	131.97	1,500.00	1,368.03	8.80%
5520 - Postage	8.95	177.40	600.00	422.60	29.57%
5610 - Equipment Rental/Maintenance	212.65	637.95	3,700.00	3,062.05	17.24%
5620 - Hardware	122.97	122.97	40,000.00	39,877.03	0.31%
5690 - Group Purchases - Hardware	0.00	0.00	12,100.00	12,100.00	0.00%
5700 - Insurance	4,362.00	7,105.00	11,100.00	3,995.00	64.01%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	1,055.00	3,140.00	18,900.00	15,760.00	16.61%
5830 - Consulting	0.00	6,000.00	19,200.00	13,200.00	31.25%
5840 - Payroll Service Fees	444.84	1,065.55	4,800.00	3,734.45	22.20%
5860 - Notification & Collection	1,159.69	6,676.57	16,900.00	10,223.43	39.51%

Statement of Revenue and Expenses
For the 3 Months Ended September 30, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5870 - Recruitment	295.00	1,573.00	0.00	(1,573.00)	0.00%
5899 - Annual Conference Facility Contract	8,133.00	8,133.00	8,900.00	767.00	91.38%
5910 - Print Materials	0.00	0.00	5,000.00	5,000.00	0.00%
5920 - Reimburse for Resource Sharing	0.00	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	4,003.01	11,420.19	70,000.00	58,579.81	16.31%
5990 - Group Purchases - Content	0.00	0.00	429,006.00	429,006.00	0.00%
6010 - Bank Fees	227.11	862.39	4,700.00	3,837.61	18.35%
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	224,973.60	1,610,990.90	4,147,033.00	2,536,042.10	38.85%
Excess Revenues less Expenses	$ (85,388.93)	$ (262,376.85)	$ (3,607.00)	$ 258,769.85	

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				9143	09/13/22	155.63
5940	E-Commerce Payment Transactions	Acorn Public Library	155.63			
Batavia Public Library				9144	09/13/22	306.42
5940	E-Commerce Payment Transactions	Batavia Public Library	306.42			
Bensenville Community Public Library District				9145	09/13/22	23.76
5940	E-Commerce Payment Transactions	Bensenville Community Public Library District	23.76			
Berwyn Public Library				9146	09/13/22	16.06
5940	E-Commerce Payment Transactions	Berwyn Public Library	16.06			
Bloomingdale Public Library				9147	09/13/22	61.54
5940	E-Commerce Payment Transactions	Bloomingdale Public Library	61.54			
Blue Island Public Library				9148	09/13/22	62.92
5940	E-Commerce Payment Transactions	Blue Island Public Library	62.92			
Bridgeview Public Library				9149	09/13/22	25.70
5940	E-Commerce Payment Transactions	Bridgeview Public Library	25.70			
Broadview Public Library District				9150	09/13/22	27.50
5940	E-Commerce Payment Transactions	Broadview Public Library District	27.50			
Carol Stream Public Library				9151	09/13/22	64.94
5940	E-Commerce Payment Transactions	Carol Stream Public Library	64.94			
Chicago Heights Public Library				9152	09/13/22	135.69
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	135.69			
Clarendon Hills Public Library				9153	09/13/22	19.21
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	19.21			
Crestwood Public Library District				9154	09/13/22	97.98
5940	E-Commerce Payment Transactions	Crestwood Public Library District	97.98			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Crete Public Library District				9155	09/13/22	18.82
5940	E-Commerce Payment Transactions	Crete Public Library District	18.82			
Dolton Public Library District				9156	09/13/22	48.01
5940	E-Commerce Payment Transactions	Dolton Public Library District	48.01			
Flossmoor Public Library				9157	09/13/22	94.14
5940	E-Commerce Payment Transactions	Flossmoor Public Library	94.14			
Forest Park Public Library				9158	09/13/22	28.61
5940	E-Commerce Payment Transactions	Forest Park Public Library	28.61			
Geneva Public Library District				9159	09/13/22	226.12
5940	E-Commerce Payment Transactions	Geneva Public Library District	226.12			
Glen Ellyn Public Library				9160	09/13/22	26.36
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	26.36			
Glenside Public Library				9161	09/13/22	18.38
5940	E-Commerce Payment Transactions	Glenside Public Library	18.38			
Grande Prairie Public Library				9162	09/13/22	22.81
5940	E-Commerce Payment Transactions	Grande Prairie Public Library	22.81			
Green Hills Public Library District				9163	09/13/22	48.38
5940	E-Commerce Payment Transactions	Green Hills Public Library District	48.38			
Hinsdale Public Library				9164	09/13/22	54.12
5940	E-Commerce Payment Transactions	Hinsdale Public Library	54.12			
Lansing Public Library				9165	09/13/22	143.75
5940	E-Commerce Payment Transactions	Lansing Public Library	143.75			
Linda Sokol Francis Brookfield Library				9166	09/13/22	34.88
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	34.88			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Markham Public Library				9167	09/13/22	9.41
5940	E-Commerce Payment Transactions	Markham Public Library	9.41			
Messenger Public Library of North Aurora				9168	09/13/22	33.06
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	33.06			
Oak Brook Public Library				9169	09/13/22	109.13
5940	E-Commerce Payment Transactions	Oak Brook Public Library	109.13			
Oak Lawn Public Library				9170	09/13/22	106.21
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	106.21			
Oak Park Public Library				9171	09/13/22	903.02
5940	E-Commerce Payment Transactions	Oak Park Public Library	903.02			
Park Forest Public Library				9172	09/13/22	198.94
5940	E-Commerce Payment Transactions	Park Forest Public Library	198.94			
Prairie Trails Public Library District				9173	09/13/22	17.87
5940	E-Commerce Payment Transactions	Prairie Trails Public Library District	17.87			
River Forest Public Library				9174	09/13/22	80.66
5940	E-Commerce Payment Transactions	River Forest Public Library	80.66			
River Grove Public Library District				9175	09/13/22	56.45
5940	E-Commerce Payment Transactions	River Grove Public Library District	56.45			
St. Charles Public Library District				9176	09/13/22	211.53
5940	E-Commerce Payment Transactions	St. Charles Public Library District	211.53			
Stickney-Forest View Public Library District				9177	09/13/22	30.70
5940	E-Commerce Payment Transactions	Stickney-Forest View Public Library District	30.70			
Sugar Grove Public Library District				9178	09/13/22	300.51
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	300.51			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Town & Country Public Library District				9179	09/13/22	38.93
5940	E-Commerce Payment Transactions	Town & Country Public Library District	38.93			
University Park Public Library District				9180	09/13/22	15.59
5940	E-Commerce Payment Transactions	University Park Public Library District	15.59			
Westmont Public Library				9181	09/13/22	110.54
5940	E-Commerce Payment Transactions	Westmont Public Library	110.54			
Woodridge Public Library				9182	09/13/22	18.73
5940	E-Commerce Payment Transactions	Woodridge Public Library	18.73			
Comcast				9183	09/14/22	759.95
5480	Telecommunications	Comcast - 9/1/22-9/30/22	759.95			
HR Source				9184	09/14/22	295.00
5870	Recruitment	HR Source - recruiting support for IT Mgr.	105.00			
5870	Recruitment	HR Source - recruiting support for IT Mgr,	190.00			
ICS Learning Group				9185	09/14/22	385.00
5330	Library Professional Development	ICS Learning Group - Inquisiq LMS 9/22	385.00			
Lauterbach & Amen, LLP				9186	09/14/22	1,055.00
5820	Accounting	Lauterbach & Amen, LLP - Acctg. srvs. for August	1,055.00			
LIMRiCC				9187	09/14/22	16,043.18
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - September	16,043.18			
Unique Integrated Communications, Inc.				9188	09/14/22	1,559.69
5490	Group Purchases - Services	Unique Integrated Communications, Inc. - Curbside - Octover	400.00			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices - August	409.69			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	750.00			
Wellness Insurance Network-WIN				9189	09/14/22	152.00
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - September	152.00			
The Hartford, Inc.				9190	09/15/22	8,805.00
5023	Worker's Compensation	The Hartford, Inc. W/C 10/1/22-10/1/23	4,443.00			
5700	Insurance	The Hartford, Inc. Business owners 10/1/22-10/1/23	4,362.00			
Olivia Montolin				10006	09/16/22	1,008.60
5000	Salaries & Wages	Olivia Montolin - manual check for payroll	1,008.60			
Quail Ridge Drive Investors, LLC				50154	09/30/22	9,806.83
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - October	9,774.34			
5140	Repairs & Maintenance	Quail Ridge Drive Investors, LLC - maint. on bathroom	32.49			
T.A. Systems Inc.				50190	09/30/22	195.00
5150	Custodial Service & Supplies	T.A. Systems Inc. - August cleaning QR	195.00			
Paylocity Corporation				50191	09/30/22	111.66
5840	Payroll Service Fees	Paylocity Corporation	111.66			
Genesis Technologies, Inc.				50192	09/30/22	128.35
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. copier	128.35			
Nicor Gas				50193	09/15/22	51.98
5120	Utilities	Nicor Gas - 8/15-9/14	51.98			
ComEd				50194	09/16/22	545.74
5120	Utilities	ComEd - 8/17-9/16	545.74			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Reliance Standard Life Insurance Co.				50195	09/29/22	870.98
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. -	870.98			
First Bankcard				60191	09/14/22	7,755.40
5230	Staff Professional Development	First Bankcard - ILA Conference - Aaron 8-06	200.00			
5420	Application Software Licensing	First Bankcard - Mailchimp Monthly 8-10	42.49			
5430	Server Software Licensing	First Bankcard - Microsoft premium 8-04	18.00			
5430	Server Software Licensing	First Bankcard - Microsoft Basic 8-03	24.00			
5430	Server Software Licensing	First Bankcard - Microsoft GoTo 7-20	473.32			
5430	Server Software Licensing	First Bankcard - Microsoft Azure 7-20	100.00			
5430	Server Software Licensing	First Bankcard - Microsoft GO 7-20	5,708.73			
5470	Subscription Support Services	First Bankcard - GoTo Webinar 7-20	100.00			
5470	Subscription Support Services	First Bankcard - GoToCom - rescue asst. support #5470	110.00			
5470	Subscription Support Services	First Bankcard - Twilio Sendgrid 8-02	372.21			
5480	Telecommunications	First Bankcard - Grasshopper 7-25	48.61			
5480	Telecommunications	First Bankcard - Microsoft 365 calling plan 8-02	288.00			
5510	Office Supplies	First Bankcard - Amazon office supplies 8-04	20.96			
5510	Office Supplies	First Bankcard - Amazon office supplies 8-06	31.45			
5510	Office Supplies	First Bankcard - Amazon credit 8-09	-20.96			
5510	Office Supplies	First Bankcard - Amazon - office supplies 7-22	22.37			
5520	Postage	First Bankcard - USPS - postage 7-21	8.95			
5610	Equipment Rental/Maintenance	First Bankcard - Genesis monthy/copier 8-02	84.30			
5620	Hardware	First Bankcard - repair on Tara's laptop 7-25	122.97			
		Check List Total				53,532.37

SWAN Board Meeting Minutes

September 16, 2022, 9:30 a.m.
Thomas Ford Memorial Library
800 Chestnut Street
Western Springs, IL 60558

1. Call to Order, Roll Call

President Bodewes called the meeting to order at 9:30 a.m. The following Board members were present to establish a quorum.

a. Jesse Blazek
b. Ted Bodewes
c. Jennifer Cottrill – arrived at 9:43 a.m.
d. Tim Jarzemsky – arrived 9:36 a.m.
e. Dorothy Koll
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
   Scott Brandwein – Bibliographic Services Manager

   No public comment

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

Blazek moved, seconded by Waltman that it be

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

Motion carried by unanimous voice vote:

4. Action Item
Approval of SWAN Financials, July 2022

Waltman moved, seconded by Koll that it be

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

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

5. Action Item

Approval of the SWAN Financials, August 2022

Jarzemsky moved, seconded by Blazek that it be

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

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

6. Action Item

Acceptance of July 15, 2022, SWAN Board Meeting Minutes

Blazek moved, seconded by Wassenaar, that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE JULY 15, 2022, SWAN BOARD MEETING MINUTES

Motion carried by unanimous voice vote

7. Reports

a. Board President Report
Bodewes welcomed Dorothy Koll (Acorn Public Library District) to the SWAN Board. Bodewes is on the Illinois State Library Advisory Committee (ISLAC) as a public library director representative, and he gave an update on the meeting he attended recently.

b. Executive Director Report
Skog reviewed the two months of SWAN financials. Both operations & Max Savings accounts are in good standing. Skog announced the hiring of Olivia Montolin as the Electronic Resources Consultant and Scott Brandwein's promotion to Assistant Director (Dawne Tortorella will be retiring). The GIS mapping research has been going well. Skog gave an overview of the SWAN Support website and Drupal hosting recommendation with a discussion on

upgrading from version 7 to version 9. At this time, the board would like to see this process continue.

c. <u>Operations Report</u>
Tortorella discussed the revised approach to the operations report. The SWAN Expo feedback survey was discussed along with some planning groups for 2023. Tortorella gave updates as presented in packet.

d. <u>Treasurer Report</u>
None

e. <u>Board Calendar</u>
Skog will get together with Blazek to complete the closed session review. Skog will look over the SWAN policies and give an update the board for those that may need reviewing.

8. Discussion Item
SWAN proposal on MessageBee service with Unique Management Services MessageBee was well received at the September 1st quarterly meeting. The next step will be to discuss at the Committee of the Whole meeting on October 4th. Skog discussed the timeline for process, etc.

10: Information Item
Review budget process timetable
Skog discussed the first steps in the budget process. Will work with finance committee to begin process.

11: Adjournment
Bodewes adjourned the meeting at 10:45 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Jesse Blazek

Board Secretary

SWAN Executive Director Report

October 21, 2022

Update on Activities

IT & System Support Manager: Congratulations Ian Nosek
I am happy to announce that Ian Nosek is now our new IT & System Support Manager. Ian has been with SWAN since January 2015 as the System Administrator.

IT & System Support System Administrator: Welcome Ahren Sievers
The position vacated by Ian Nosek in being promoted to the role of manager has been filled by Ahren Sievers, who has been the IT Librarian at Elmwood Park Public Librarian. Ahren will be starting at SWAN on October 24th.

Bibliographic Services Clerk Position
We are in the final stage of filling two part-time positions in the Bibliographic Services department. These positions will be a Bibliographic Services clerk and work 100% remotely, along with the two other part-time staff we currently have. There are no employee benefits for these positions.

Addison Public Library
I met with Addison Public Library staff per a request to learn more about SWAN and the services provided within the consortia arrangement. Dawne and Scott attended the meeting at the library on Tuesday, October 4th to answer questions from the library's committee. The library is not on a timeline to decide about its current ILS or catalog and is only in a research phase. I will be providing the library an official quotation for SWAN membership.

Consortia Special Interest Group annual meeting
I co-chaired the two day meeting with Desiree Saunders, who leads the statewide consortium WYLD for Wyoming. The October 5th and 6th meeting had representatives from 36 library consortia which are SirsiDynix customers. The summary of the discussion is below.

Company is doing well with its consulting, services, and support
SirsiDynix has been consistent with the services and support provided to consortia customers. The turnover at the company could impact the confidence and overall trust we have in the direction and plans.

Communication around SaaS and the ecosystem surrounding these SirsiDynix services will need some attention, particularly with the language used in communication by SirsiDynix.

The turnover at the company was noted and it was suggested that changes in product managers in particular should be incorporated into monthly one-on-one updates with customers using the Library Relations Managers.

Enterprise vs the next Discovery platform
Some of the consortia are putting hopes in the next discovery, which has mitigated the dissatisfaction with Enterprise. SirsiDynix consulting has improved some of the areas of Enterprise, but it is a double-edged sword with having so much customization at the level that we do to improve Enterprise. Some customers can improve Enterprise via consulting services which leads to complexities when upgrading at a future date. Other consortia customers have fewer resources to improve Enterprise and would like to see the base product of Enterprise benefit from these customizations.

Continued Concern over SirsiDynix being able to deliver on promises
Consortia expressed diminishing confidence in SirsiDynix's development pace. Key examples are BLUEcloud staff modules and Enterprise. What is of note for this year's meeting is that some consortium customers are seeking other discovery platforms or are ready to move to a formal search of a new ILS.

Consortia in particular have special needs for making library staff happy with the interface they work with on a daily basis. The security aspects of patron data in information transport have put our focus on a browser-based solution via BLUEcloud. Moving away from a desktop client-based solution to a web-based solution will simplify our support to schools and libraries challenged by internal staffing changes.

Board Considerations

Leave donation policy
There has been a request from SWAN employees that the organization consider creating a new policy where it would be possible to donate earned sick-time to another employee that would accept the donation. This is referred to as a "leave donation" and does have some guidelines for implementation if SWAN were to add this policy for employees.

The first consideration is that donated sick-time has a tax implication. Donated sick-time is taxable for both the donor and recipient. The IRS has created a "Leave Donation Revenue Ruling" which outlines two areas which are exempt from the tax. The two areas are medical emergencies and major disaster exceptions.

> *Leave Donation Revenue Ruling*
> *What are the federal income tax consequences to employees under the leave-sharing plan?*
>
> *Rev. Rul. 90-29, 1990-1 C.B. 11*

An employer established a plan whereby its employees who suffer a medical emergencies may qualify as recipients of leave surrendered to the employer by other employees or leave deposited by its employees in an employer-sponsored leave bank.

A medical emergency is defined under the plan as a medical condition of the employee or a family member of the employee that will require the prolonged absence of the employee from duty and will result in a substantial loss of income to the employee because the employee will have exhausted all paid leave available apart from the leave-sharing plan.

Under the provisions of the plan, a written application describing the medical emergency must be submitted to the employer by or on behalf of the employee requesting additional paid leave under the leave-sharing plan.

After the application has been approved and the employee has exhausted all of his or her paid leave, the employee is eligible to receive additional paid leave (to be paid at his or her normal rate of compensation) with respect to leave surrendered to the employer or leave deposited in the leave bank. The plan contains restrictions on the amount of leave that may be surrendered to the employer or deposited in the leave bank and also contains rules as to the manner in which surrendered or deposited leave will be granted to eligible leave recipients.

HR Source has provided a sample of the sick-time donation form that could be used as part of the policy. The language of a policy would need to be written and HR Source could be used to ensure its exempt from the Federal income tax.

SHRM has an article on the leave donation program, and an excerpt (I am not allowed to share the full article, nor do I have access to it) is included below.

Leave donation or leave sharing programs allow employees to donate accrued paid time off (PTO), vacation or sick leave to a generate pool to be used by fellow employees who experience medical emergencies or who are affected by major disasters and have exhausted all paid leave available to them. Leave donation programs may benefit the employer and enhance employee morale and camaraderies. These employee-friendly programs may also play a role in increasing productivity, reducing absenteeism, and improving recruiting and retention of quality employees.

There is a general tax law concept that the individual who earns paid time off, and has the choice to receive it as income (use the time) or dispose of it (donate it), is still obligated to pay taxes on it. Therefore, any leave earned by one employee and donated to another would be taxable income to both partieis. However, the Internal Revenue Service (IRS) allows for two exceptions in which leave can be donated without negative tax consequences to the donor.

Medical emergency exception

A "medical emergency exception" is defined as a "medical condition of the employee or a family member that will require the prolonged/extended absence of the employee from duty and will result in substantial loss of income to the employee due to the exhaustion of all paid leave available, apart from the leave-sharing plan"

Major disaster exception
A "major disaster exception" is defined as a disaster declared by the president under 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act) or as a major disaster or emergency declared by the president pursuant to the 5 U.S.C 6391 for federal government agencies. Once the president declares a major disaster as stated above, the IRS allows leave donations to employees affected by the disaster without negative tax consequences to the donor(s).

This SWAN staff request for the adoption of a leave donation was intended for the medical emergency exception. An important consideration is SWAN does provide short-term and long-term disability insurance to all full-time employees (working 20 hours or more on a consistent basis), but none for part-time staff. The sick leave accrues for all full-time staff and a maximum of 90 days (675 hours) is defined in the Sick Leave Policy. Part-time employees are not eligible for sick time nor accrue sick time.

I recommend that the SWAN Personnel Committee schedule a meeting to discuss the adoption of a leave-donation policy for SWAN. The committee would bring a recommendation and a draft of the policy for a final decision for adoption by the full SWAN Board.

Library director orientation & engagement
The turnover impacting library director positions in SWAN has 31 libraries with new leadership. I have been tracking library director names and contacts since 2008 and the level of change currently has reached the levels experienced in 2010-2011 when 35 positions changed (SWAN had 75 libraries at that time).

I have some concerns about SWAN engagement with new library directors. An overview of current engagement activities is below.

Library director orientation
The most recent online webinars were offered September 8th and 10th in two parts, with part 1 providing a basic overview of SWAN, and part 2 covering SWAN Support. These webinars were recorded and posted online within SWAN Support under Tutorials & Training Resources. These webinars have 6 views.

Director Coffee Hours
The virtual drop-in meetings were added in 2021 as an opportunity for any library director to join and ask any questions they have about all things SWAN. These were scheduled every two months and were held on Friday's at 1:30 p.m. After receiving some board feedback, I moved these bi-monthly events to

Monday's at 1:30 p.m. Attendance has been low, with the large majority of these events not being attended and will end after 30 minutes of waiting.

Library site visits

These usually take the most time to arrange, and I will visit a library with Dawne in attendance or by myself depending on schedule. Visits over the past two years include Geneva, Carol Stream, St Charles, Harvey, Riverdale, Calumet City, and Blue Island. The purpose of these recent visits were to view library building renovations, or to check-in with interim or new directors to see what is needed from SWAN.

Observations

Changes at the library at the director level are sometimes planned with retirement and announced to SWAN as part of an organized transition. Those transitions from the SWAN perspective require our SWAN support staff to follow set procedures to ensure the library has updated L2 and access to the SWAN Support site is working for new directors, and subscriptions to SWANcom and the monthly newsletter are provided. This on-boarding often includes my sharing any upcoming scheduled orientation to SWAN or including links to the most current video recordings of our orientation. When we have orientation sessions planned, I promote those via the Fireside membership meetings and monthly newsletter.

There have been efforts within the SWAN governance leadership to reach out to libraries, with the 2014 SWAN Ambassador program being an example. Volunteers from the membership and the 7-member board created a group that met several times over the course of a year as part of a goal within the strategic plan. There was concern at the time that library directors in some instances were not engaged with SWAN in attending Quarterly meetings or Committee of the Whole meetings.

The SWAN Support site will undergo an update in 2023 after the site is migrated to our new hosting provider, so it will be an opportunity to see if the site should be improved for new directors and library staff.

The SWAN board meeting has an agenda item for the October 21st meeting to discuss the approaches outlined above and if additional steps are needed by SWAN to connect with the ongoing changes at the library director level.

HTML Notices & Text Notification: MessageBee Proposal Feedback

The presentation at the Committee of the Whole meeting was presented by Crystal Vela and Michael Szarmach from SWAN, with Rob Klaus from Unique providing a demonstration of the MessageBee interface. The meeting was held virtually and recorded, and the presentation with video was shared that afternoon.

Monthly Financial Report

Balance Sheet

The Fund Balance Unrestricted line for September is at $2,430,972.46 which is unchanged 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 25% 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 September 2022	Percentage of budget YTD 100%
Total Revenue	$4,143,426.00	$1,348,614.05	33%
Total Expenses	$4,147,033.00	$1,610,990.90	39%
Over / (Under)	($3,607.00)	($262,376.85)	

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the first quarter invoices were sent out in July. We are currently at 24.99% 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 98.05% 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 quarterly payment to SWAN was received so this revenue is at 25%.

4510 – Interest Income: SWAN's Money Market has performed better than expected for the past three months with almost 5 times the expected revenue.

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.

5399 – Annual Conference: this line was adjusted for improperly classified expense for the

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.

5490 – Group Purchases Services: while this line is overbudget, it is due to the new Library Pass Comics Plus online subscription at $13,907 being completed. This is an opt-in subscription for libraries, and the libraries will be invoiced by SWAN next month and be recorded in the 4190 Member Group Purchase Receipts as revenue.

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 invoiced SWAN for the EBSCO group-purchase for databases, and is part of the monthly expenses for approval.

Operations Report: October 2022

Membership engagement activities and statistics are reported through month-end of September 2022. System outages will be reported as of final assembly of report to ensure that any critical system issues are documented as quickly as possible.

Contents

Member Engagement – All Staff

A recap of member engagement activities from September 1st through September 30th is included in this period.

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
9/1/2022	SWAN Quarterly Meeting	Administration, User Experience, Information Technology & System Support	Member meeting
9/1/2022	Consultation: Circulation & Hold Maps (Town & Country)	Information Technology & System Support	Consultation
9/2/2022	Directors' Coffee Hour	Administration	Member meeting
9/6/2022	Directors' Orientation: SWAN Overview	Administration	Training
9/8/2022	Directors' Orientation: SWAN Support & Resources	Administration	Training
9/13/2022	Training: Using Workflows and Aspen to Assist Patrons	Bibliographic Services, User Experience	Training
9/13/2022	Training: School Library BLUEcloud Circulation Orientation	Administration - Resource Sharing	Training
9/14/2022	Office Hours: Cataloging	Bibliographic Services	Consultation
9/14/2022	Office Hours: BLUEcloud Analytics	Administration, User Experience	Consultation
9/16/2022	SWAN Board Meeting (Thomas Ford)	Administration	Governance
9/21/2022	Consultation: Pre-cat Training (Calumet City)	Administration, Bibliographic Services, User Experience	Consultation
9/21/2022	Consultation: Browse Categories (Dolton)	User Experience	Consultation
9/22/2022	SWAN Technology Update	Information Technology & System Support	Member meeting
9/22/2022	DUX Advisory	User Experience	Member meeting
9/23/2022	SWAN DEI Working Group	Bibliographic Services	Member meeting
9/27/2022	SWAN Fireside Chat #42	All	Member meeting

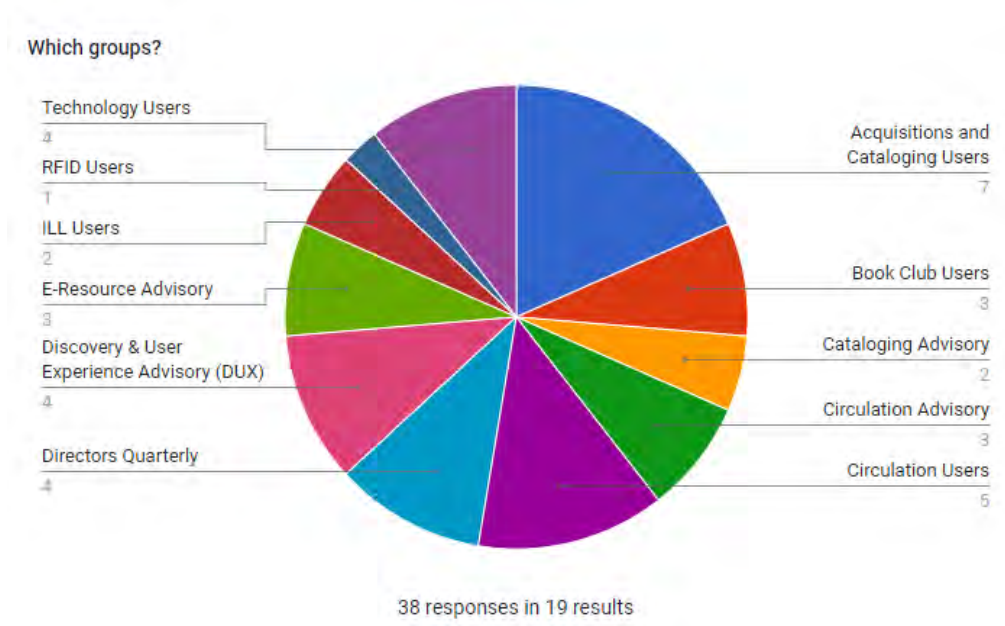|			
9/27/2022	Consultation: Circulation & Hold Maps (Dolton)	Information Technology & System Support	Consultation
9/28/2022	Office Hours: BLUEcloud Staff	All	Consultation
9/29/2022	Consultation: Kirby 140	Administration	Consultation

User Group and Advisory Meeting Recap

Several meetings were held in September for our SWAN members. Based on feedback received during SWAN Expo 2022 we conducted an interest survey of the membership to determine interest in other user driven groups.

User Group Interest Survey

A survey was announced through Fireside Chat and the newsletter. We received 34 responses from 27 libraries. While response was lower than desired, the results are helpful in defining some topics of interest to pursue in 2023.

Nineteen of the 34 respondents (56%) currently participate in SWAN groups. While initially these results surprised us, this could be attributed to the fact that existing groups do not address the interests of those responding.

The breakdown of groups respondent participate in shows a wide representation of engagement.

Which groups?

- Technology Users — 2
- RFID Users — 1
- ILL Users — 2
- E-Resource Advisory — 3
- Discovery & User Experience Advisory (DUX) — 4
- Directors Quarterly — 4
- Acquisitions and Cataloging Users — 7
- Book Club Users — 3
- Cataloging Advisory — 2
- Circulation Advisory — 3
- Circulation Users — 5
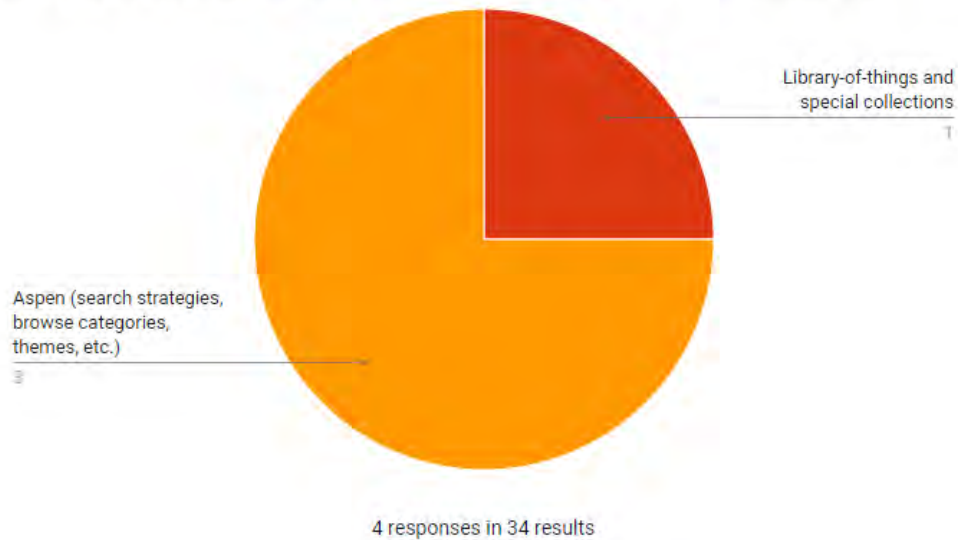
38 responses in 19 results

When asked if respondents would participate in user groups addressing topics surfaced at SWAN Expo 22, they responded as follows. The higher response number of 66 from 34 respondents shows that some would participate in more than one of the identified topics.

Would you participate in a user group for any of the following topics?

Data analytics & visualization
11

Marketing & promotion (focusing on SWAN-specific topics/patron tracking)
9

Aspen (search strategies, browse categories, themes, etc.)
17

Summer & year-round reading (including reading platforms)
9

Library-of-things and special collections
20

66 responses in 34 results
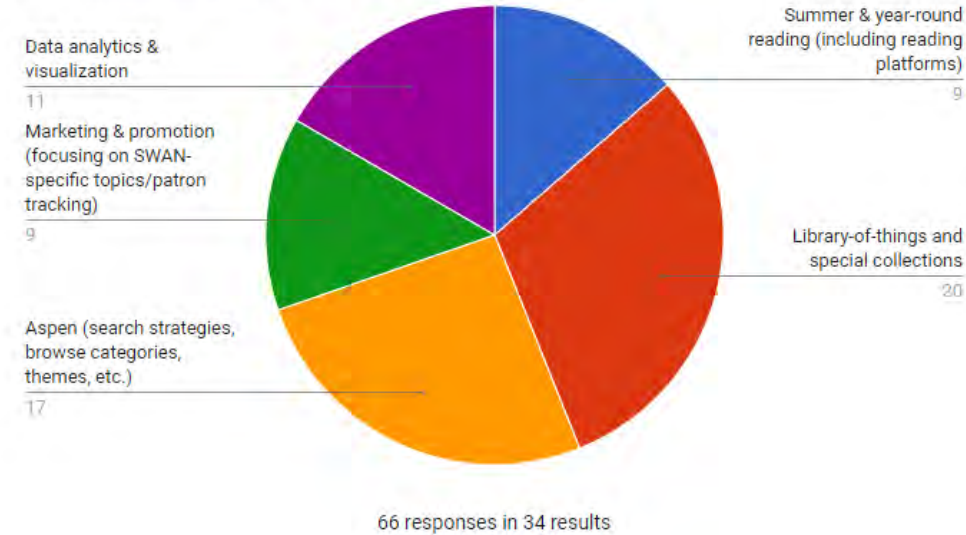
As part of the survey introduction, we emphasized the need to have member library staff lead new user groups. As such, response to the question of whether the respondent would be willing to serve as chair or co-chair is critical in determining if a group is viable. Only 2 of the identified topics had respondents interesting in leading the group.

Which of the following would you be willing to serve as a chair or co-chair? Chairs would not be expected to lead a group for more than 1 year. Ideally a groups co-chair would become chair the following year.

Aspen (search strategies, browse categories, themes, etc.)
3

Library-of-things and special collections
1

4 responses in 34 results

Based on the responses, we will be moving forward with the following in 2023.

- Creation of an Aspen Users Group

- Focused panel discussion on Library of Things (multiple topics, centered on a day of discussion)
- Marketing & promotion – promote RAILS and other library groups addressing the topic; expanded office hours and workshops if SWAN membership approves MessageBee (focused on the tool, rather than the overarching topic)
- Data analytics & visualization – workshop offerings
- Summer & year-round reading – special online forum discussion, facilitate a "get-together" as requested, no formal users group

Quarterly Meeting (9/1/22)

EBSCO usage statistics for the period of July 1, 2021 – June 30, 2022 were shared. Database usage showed a 54% increase in Year 2 of the EBSCO contract despite lower library participation. Year 1 included 95 public libraries; year 2 included 84 public libraries.

The first membership presentation of MessageBee for SWAN notices was included. Also discussed were plans to provide ongoing access to GIS-encoded data on patrons, circulation activity, and item usage. Recent [Directors' Orientation session held in early September](#) workshop resources were shared.

Acquisitions & Cataloging Users Group (9/8/22)

This group discussed and reviewed a range of topics in September, including deactivating due date stickers, Aspen's update to display closed captioning information on video records, the ongoing Baker & Taylor outage and longstanding shipping delays, and experiences with book banning/challenges from local community members. SWAN staff gave updates on the BLUEcloud Cataloging Pilot, DEI in Metadata Working Group, and online training offerings.

Technology Users (9/22/22)

The Information Technology and Support Services team presented an overview of projects and ongoing support initiatives. This provided an opportunity for Ian Nosek to be introduced as the Manager of Information Technology and Support Services. Ian in turn introduced each ITSS staff member so that they could present their role in supporting the membership. Rudy Host, Dave Pacin, Michael Szarmach, and Vickie Totton shared work related to our security initiatives, patron record management, patron notifications, BLUEcloud Analytics account clean-up and consultation services offered.

Discovery & User Experience – DUX (9/22/22)

Crystal and Michael presented an overview of Message Bee. Tara and Dawne shared data on time-to-fill for holds. The group discussed e-resource integrations in Aspen and completed a short activity to dig into the display of filter counts. 4 members volunteered their libraries to pilot an alternate display of filters to gather patron feedback.

Major Projects & Research

Aspen Discovery

Aspen 22.09 was released September 14th, and it included a bug fix for Spotlights and a new admin ability to hide subject terms from search filters. The Bibliographic Services team is evaluating subjects that duplicate other filters (e.g. Fiction) to exclude from filters. Terms will still be keyword searchable and display in record detail pages.

BLUEcloud Staff (Acquisitions, Cataloging, Circulation, MobileStaff)

We reported on the BLUEcloud Central 22.05.00 release on Tuesday, September 7th in last month's report. Scott Brandwein attended a SirsiDynix sprint planning session with the company's software developers on October 10th which discussed label customizations in the circulation module. SWAN and SAPLN (based in South Australia) have provided desired label formatting/fields as an initial launch of hold wrappers and hold slips, with future plans for site-specific customizations.

Security Initiatives

We continue work on developing policies and practice based on the NIST 800-171 standard.

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 still underway, but the majority of SWAN libraries are fully transitioned. As part of securing our SIP2 connections we encountered 3 libraries that were using OverDrive without PIN verification. To improve security and enhance patron privacy, all TLS-SIP2 connections for OverDrive now require PIN. This is a standard we are working toward on all patron authentication services.

The Symphony ILS configuration of TLS-SIP2 has proven to be problematic, as the SIP2 server is not sending the full encryption certificate. This became an issue with the vendor Library Market, as our certificate renews regularly, but not updating the vendor's information accordingly. Rudy Host had been working on using a software tool called "nginx" to provide a TLS layer on our standard SIP2 connections. When Library Market encountered issues, we determined that a rapid deployment of nginx on our Symphony servers would be the best long-term solution to this issue. Once testing concluded with Library Market, this solution was deployed to our Production environment.

Now that nginx is providing the TLS layer, we have decided to move forward with this solution. Hoopla was the next large vendor that we approached to implement TLS-SIP2. We provided the port configured against nginx to Hoopla. They were able to cut over all subscribers very quickly and all Hoopla connections are now encrypted.

We will continue to move forward in securing the remainder of the unencrypted vendor connections.

Single Sign-On Pilot

No additional progress has been made on our single sign-on pilot in the past month. But, related to single sign-on and staff secure login to resources, Rudy Host has moved our staff login authentication for the SWAN Support site to our Azure active directory logins. This was done in preparation for our platform move to Pantheon for our Drupal site.

Group Purchases

Kanopy conducted a short information session for SWAN members on September 21st. We are close to getting a 10% discount from the Kanopy group purchase. If 3 more libraries join, all libraries in SWAN using Kanopy would receive the 10% discount (libraries currently receive a 5% discount). SWAN has not yet been informed if any new libraries have signed on, though at least two expressed interest following the session.

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, Crystal Vela, and Rob Klaus from Unique presented a more in-depth review of MessageBee at an [October 4th Committee of the Whole](#). Recording of the online presentation and related materials are available for review. This presentation included a demonstration by Rob Klaus on how libraries can customize messaging and monitor communication through the library's personal dashboard.

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: 9/1/2022- 9/30/2022	ByWater - Aspen weekly check-in	All (UX Lead)	Research & Development
9/1/2022	Aspen Gathering	User Experience, Bibliographic Services	Research & Development
9/20/2022	Aspen Community Meeting	User Experience	Research & Development
9/28/2022	SirsiDynix Sure Sailing	All	Partnerships
9/28/2022	DEI in Metadata Networking Group	Bibliographic Services	Partnerships
9/30/2022	Consortia/Systems Member Engagement Networking Group	Administration	Partnerships
9/30/2022	DEI Networking Group: Native/Indigenous WG	Bibliographic Services	Partnerships

Resource Sharing

Internet Access Libraries

Helen Pinder completed training for our Internet Access libraries, Brookwood Elementary School District 140 (GJS_SD140) and Kirby Elementary School District 140 (BJS_SD167) in use of Pseudo Library agency codes in Symphony. These libraries are using limited BLUEcloud Circulation functions to process incoming and outgoing material to/from their schools. Some follow-up one-on-one consultation has occurred with these school districts and material is processing through the new procedures.

This training session was recorded and distributed privately to participating school district contacts as this procedure is specific to those Internet Access Libraries and is limited in scope of use.

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Issue/Outage:

SWAN primary services did not report outages affecting the full membership during this reporting period.

Baker & Taylor Outage

With restoration of the Axis 360 download links in the Aspen catalog, we were able to finally close the Baker & Taylor issue from August.

- [Known Issue: Baker & Taylor Server Outage](#) (Closed 10/11)

ByWater Solutions disabled Axis 360 connections in Aspen out of an abundance of caution. After Baker & Taylor provided updated API credentials, ByWater restored our Axis 360 integration with Aspen on October 11th.

Symphony Indexing issues

Indexing problems reported in August and early September appear to be resolved. 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 cataloging 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.
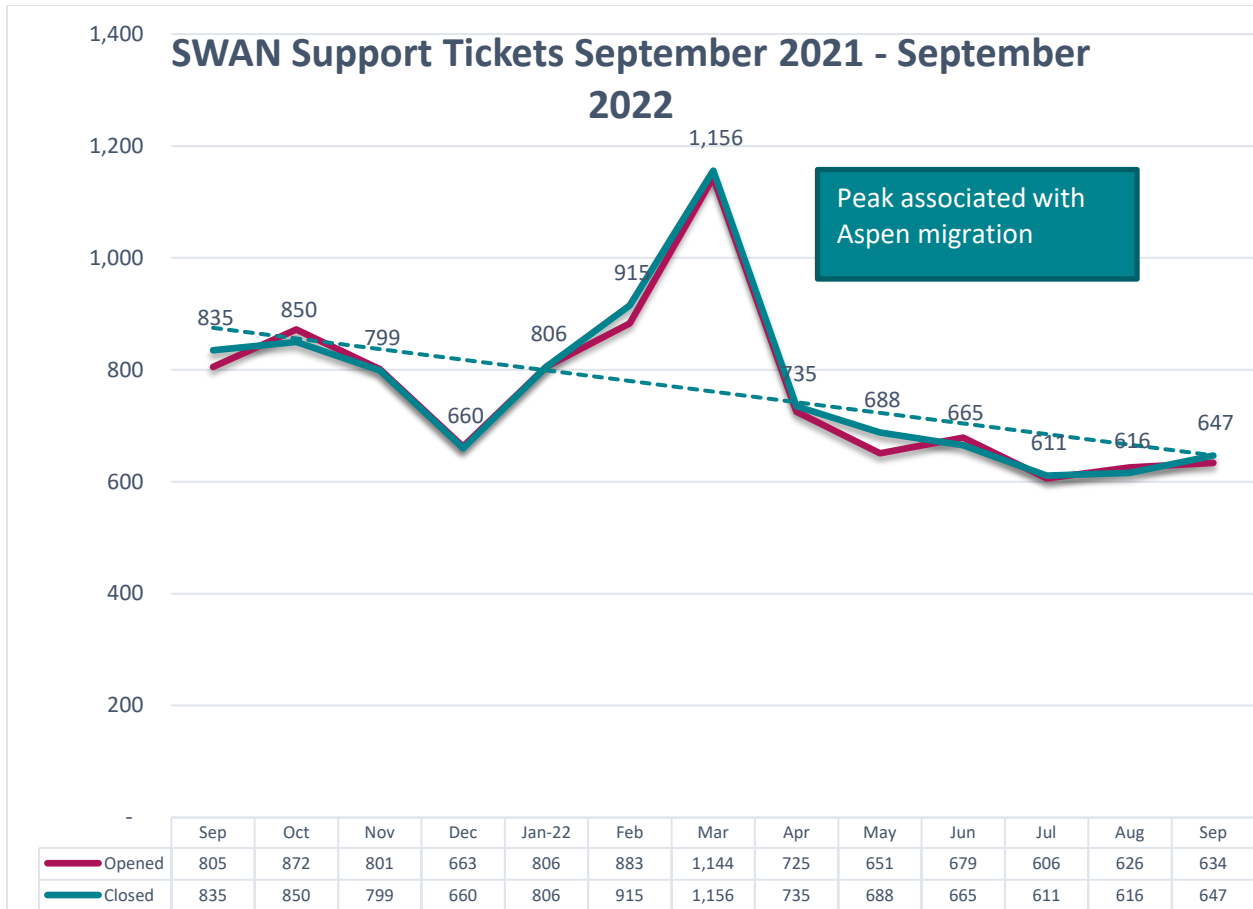
- 2017 – 99.995%

- 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.

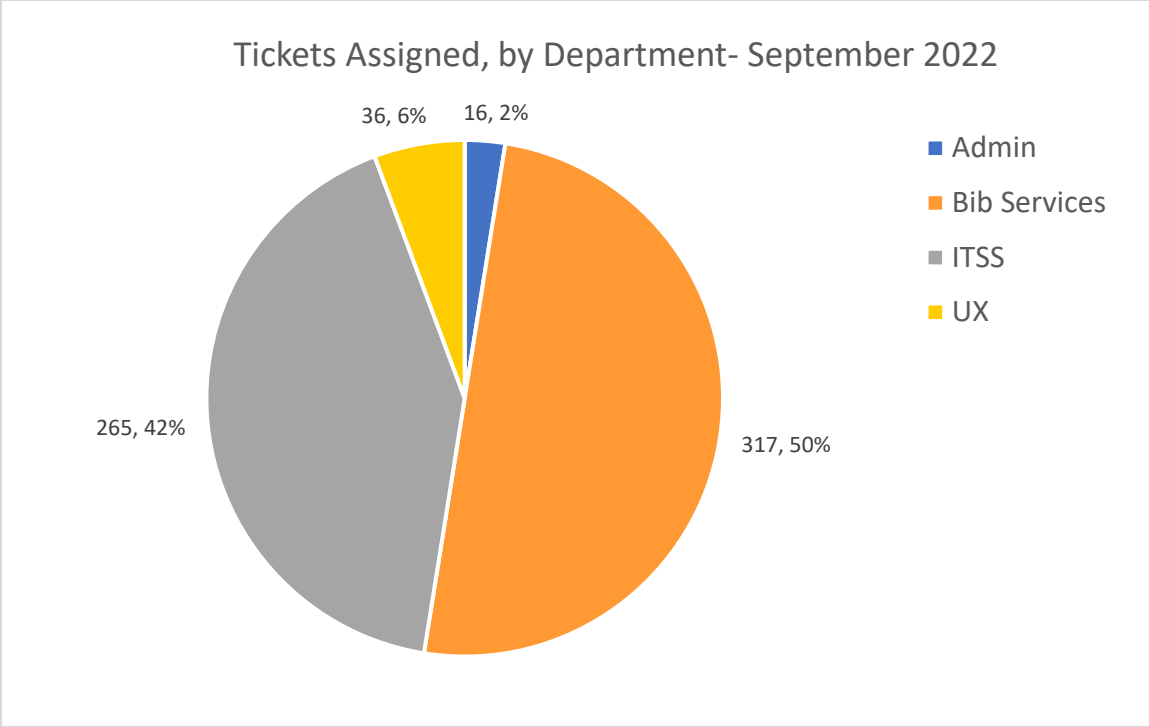## Support Tickets

Support tickets are holding steady since our spring peak during the Aspen migration. Data labels reflect tickets closed each month.

SWAN Support Tickets September 2021 - September 2022

	Sep	Oct	Nov	Dec	Jan-22	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Opened	805	872	801	663	806	883	1,144	725	651	679	606	626	634
Closed	835	850	799	660	806	915	1,156	735	688	665	611	616	647

Peak associated with Aspen migration

SWAN Support Tickets Opened/Closed in Past 12 Months

As we analyze workload for responding to tickets, Bibliographic Services continues to respond to 50% of tickets. The team is also consistently answering those tickets in the fewest message threads per ticket. These tickets are largely related to bibliographic record merges and grouping.

Tickets Assigned, by Department- September 2022

- Admin
- Bib Services
- ITSS
- UX

16, 2%
36, 6%
265, 42%
317, 50%

Support Site Migration

We have signed a contract with Pantheon for managed hosting of our Drupal support site. Our kickoff meeting was September 29th, and Tara, Rudy, and Dave began training with Pantheon on October 12th.

We will migrate our existing Drupal 7 support site to Pantheon with an anticipated go-live in January 2023. Following the hosting migration, we'll begin exploring our options for the Drupal 9 upgrade of our site, taking advantage of Pantheon's robust platform for testing and development.

Documentation Updates

Recently added documentation in September includes:

- [Staff Changes: Onboarding & Offboarding](#) including a new contact form

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. These training resources are referenced as we onboard new staff.

Training Modules & Recordings

Recently added and updated trainings in September includes:

- [Using WorkFlows and Aspen to Assist Patrons](#)
- [Directors' Orientation for SWAN Members](#)

Tara and Scott updated their previous training, *Using WorkFlows and Enterprise to Assist Patrons*, to highlight how staff can use Aspen and WorkFlows together and differences in using Aspen and WorkFlows for placing holds.

Maintenance

Automatic Monthly Patron Record Removal

Since August we have been removing patrons with 9 years of inactivity. The August run removed 25,623 patron records. The September (1,068) and October (1,021) runs removed 2,089 inactive records.

The active patron count, since January 2019, is 690,964 representing 70.18% of our total patron database. Long inactive patrons with outstanding bills that prevent removal are less than 7,000 or approximately .6% of the patron database. Efforts over the past year to remove inactive patron including those with low-threshold bills have dramatically improved our collective efforts at patron record management.

Number of Patrons - Last Activity Year
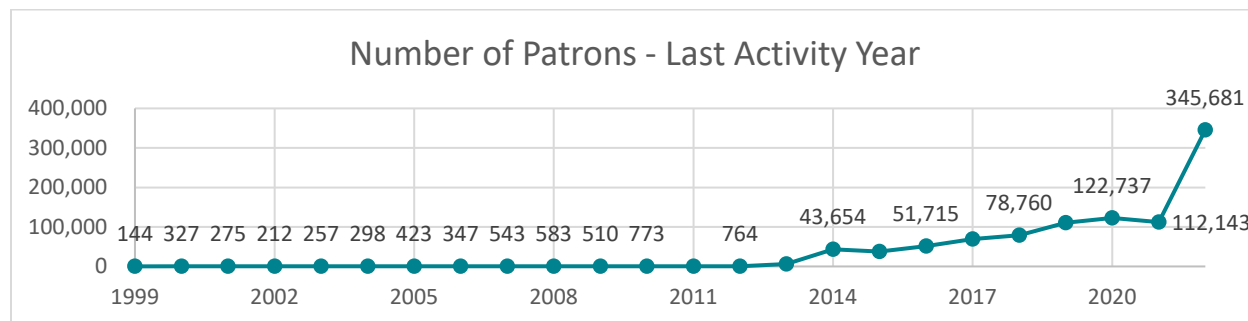
Dave Pacin is currently working on detail planning for the 2022 National Change of Address (NCOA) and geo-location updating of our database, targeted for year-end.

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. Library specific tracking of failures is necessary to improve this error rate.

Month/Yr	Total Emails Sent	Success Rate	Email Address Bounces	Email marked SWAN as SPAM	Invalid Emails	Blocks	Bounce Drops	Spam drops
			Addresses				**Messages**	
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
September 2022	421,342	96.41% (418,980)	655	51	252	3,263	10,960	2,050

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%
September 2022	8,404	8,169	97.20%	235	2.80%

Looking at the dashboard composite of both holds and overdue voice messages in the MessageBee dashboard show Monday – Friday messages from 300-450 daily.
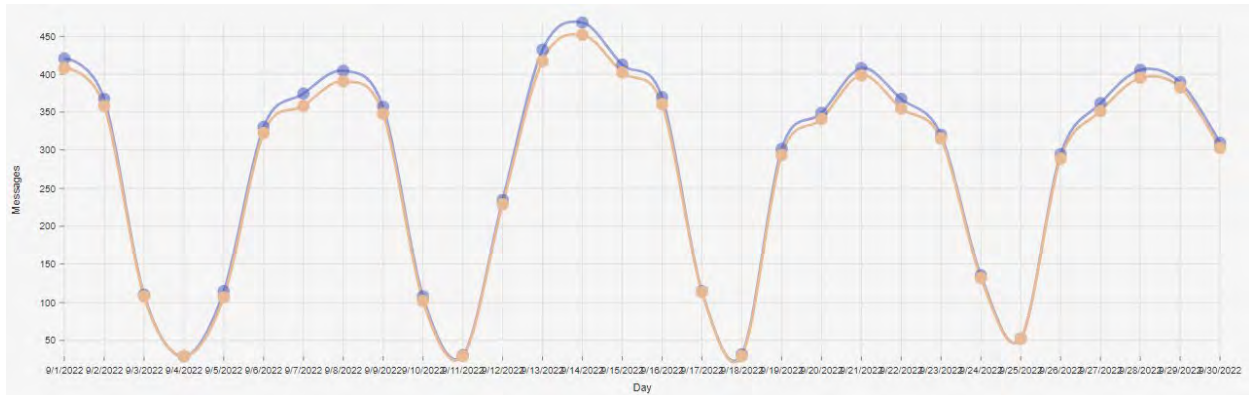
The majority of the voice messages are for hold pickup notifications. The dashboard is highly similar to the overall messages sent. Hold notifications clearly show a Wednesday peak. The highest number of hold notices sent was on Wednesday, September 14 at 374 voice messages.
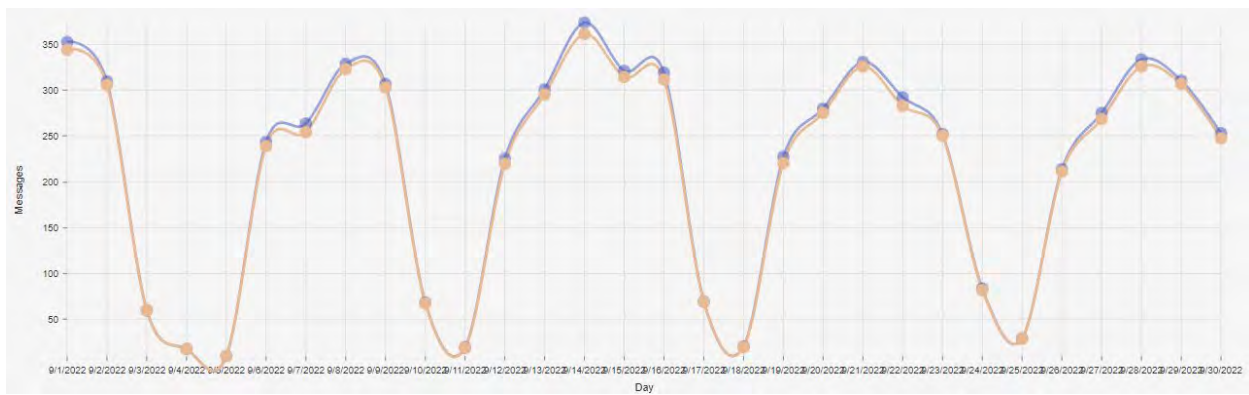
Overdue voice notifications show a peak on September 13th with 131 overdue voice notifications sent.
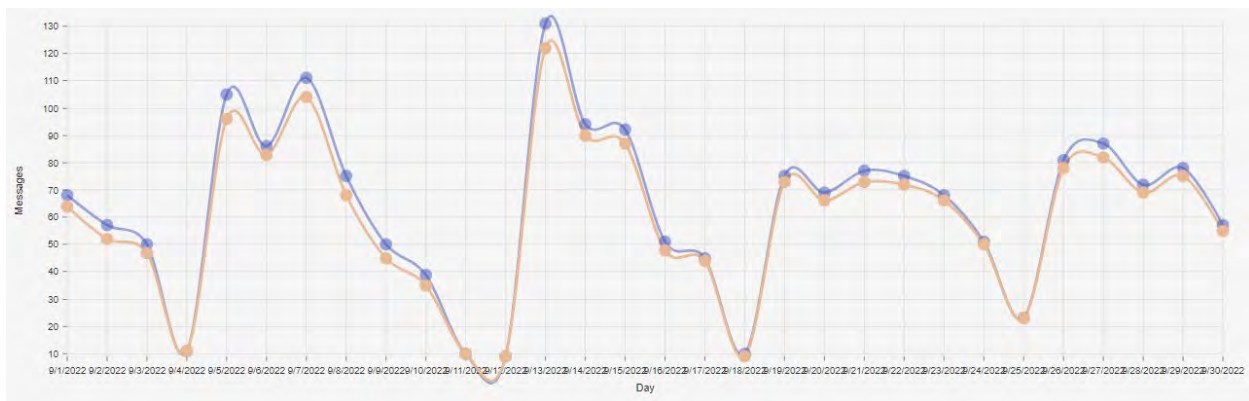
SMS notice tracking

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 continued slight increase since July in success rate 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%
September, 2022	34,209	26	34,747	68,982	71	1,008	563	97.62%

SWAN Announcements

Staff Development & Presentations

Authorities Training (September 20th-22nd)

SWAN Bibliographic Services staff took a three-day training course in authority records. Topics included authority record interpretation, construction, usage, search techniques, resources, and MARC formats. Training covered authority records for Library of Congress corporate, personal, and event names, Library of Congress Subject Headings, and title/series headings.

SLUI User Group (September 29th)

Crystal, Claudia, Sam, and Vickie attended the SLUI conference on September 29th.

SirsiDynix Consortia SIG (October 5th-6th)

As immediate past chair of Consortia SIG, Aaron Skog served as co-chair and facilitator of the conference. Staff attended SirsiDynix Consortia SIG where Crystal co-presented a session on staff training initiatives and our work with self-guided courses and our learning management system. Aaron, Dawne, and Michael presented on Symphony configuration of patron lockers, drive-up windows, and special school districts (Internet Access libraries) using pseudo libraries.

Western New York Library Resources Council Webinar – Inclusive Cataloging (October 14th)

Scott co-presented a webinar on inclusive cataloging with Rachel Fischer (Cooperative Computer Services) and Emily O'Neal (Deschutes Public Library) that covered our organizations' diversity, equity, and inclusion cataloging projects as well as the genesis of the statewide networking group. WNYLRC invited us to reprise the presentation we gave for LACONI in spring of this year.

Upcoming Development and Presentations

Staff have a very full schedule of presentations and conference facilitation in October.

ILA Conference (October 18th-20th)

At this year's Illinois Library Association conference, Aaron will lead a poster session on resource sharing titled "The Three Pillars: The Foundation of Library Resource Sharing in Illinois." Scott is co-presenting a session on DEI in cataloging entitled "Working Towards a More Inclusive Catalog" with Rachel Fischer (CCS) and Elizabeth McKinley (Chicago History Museum).

Internet Librarian (October 18th-20th)

Scott will co-present a session with Jordan Fields (ByWater Solutions) entitled "Coming Together: Library Discovery at Scale" on SWAN's adoption of the Aspen catalog and our close development relationship with ByWater, including performing user testing, prioritizing development priorities, and advocating for new features.

Staff Changes – Welcome Ahren!

Ahren Sievers joins SWAN on October 24th as a Systems Administrator. Ahren comes to SWAN with a vast knowledge of our consortium having worked at Elmwood Park Public Library as Technology Librarian. Ahren has worked closely with SWAN being part of the ILS Search Committee in 2013, a member of the Clarity Task Force in 2019, and SWAN RFID Users Group co-chair since 2019. While Ahren may be the new kid on the block, he certainly has been around the SWAN block and we welcome him to the other side of the SWAN fence.

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	87				
Copy 2022	1,808	2,283	2,059	2,299	2,239	1,886	1,976	2,706	1,944				

* 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. 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	**1,429,644**	**100.00%**
Unknown/Invalid	35,025	2.45%
1950-1979	72,206	4.98%
1980-1989	77,023	5.39%
1990-1999	183,582	12.84%
2000-2009	396,559	27.74%
2010-2019	531,255	37.16%
2020-Current	134,994	9.44%

Titles Created Last Year

In the past 12 months, 60,869 titles have been added to the catalog. The chart below shows October-December 2021 and January-September 2022. Note the increase in titles added in the past month.
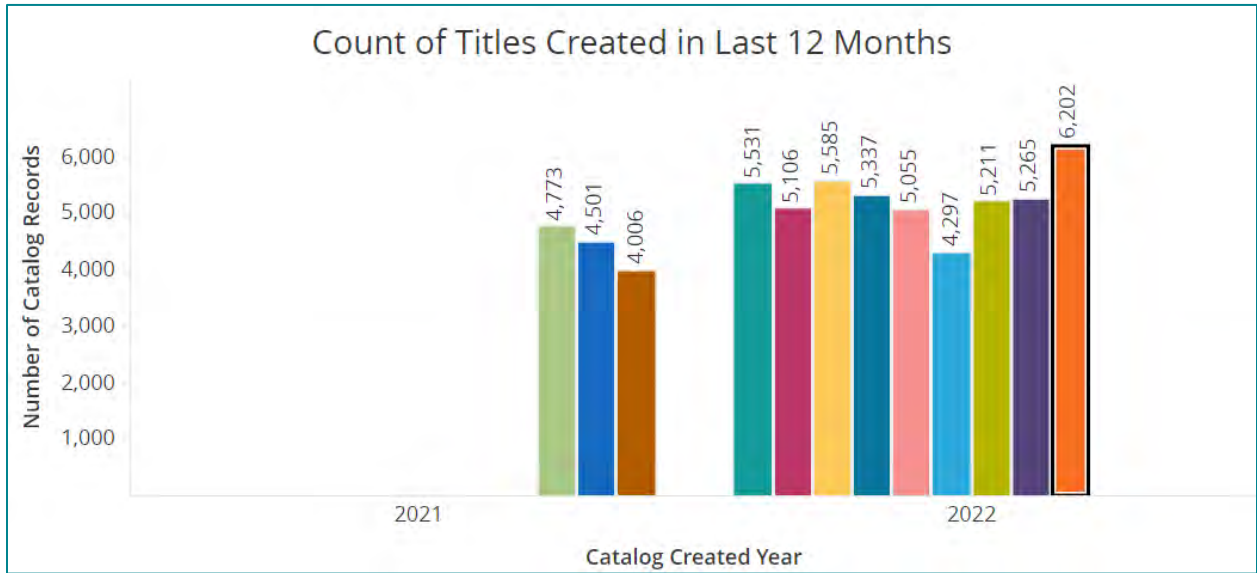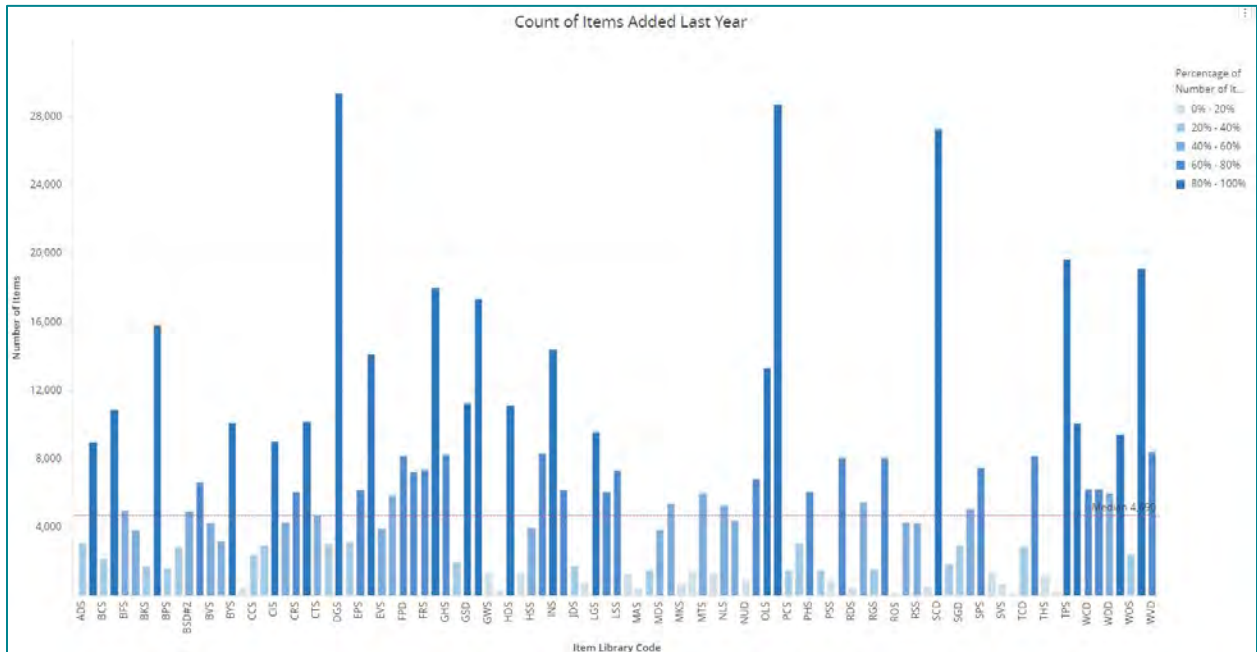

Item Count by Library

Total item count is 7,727,864. Median per library is 64,516.
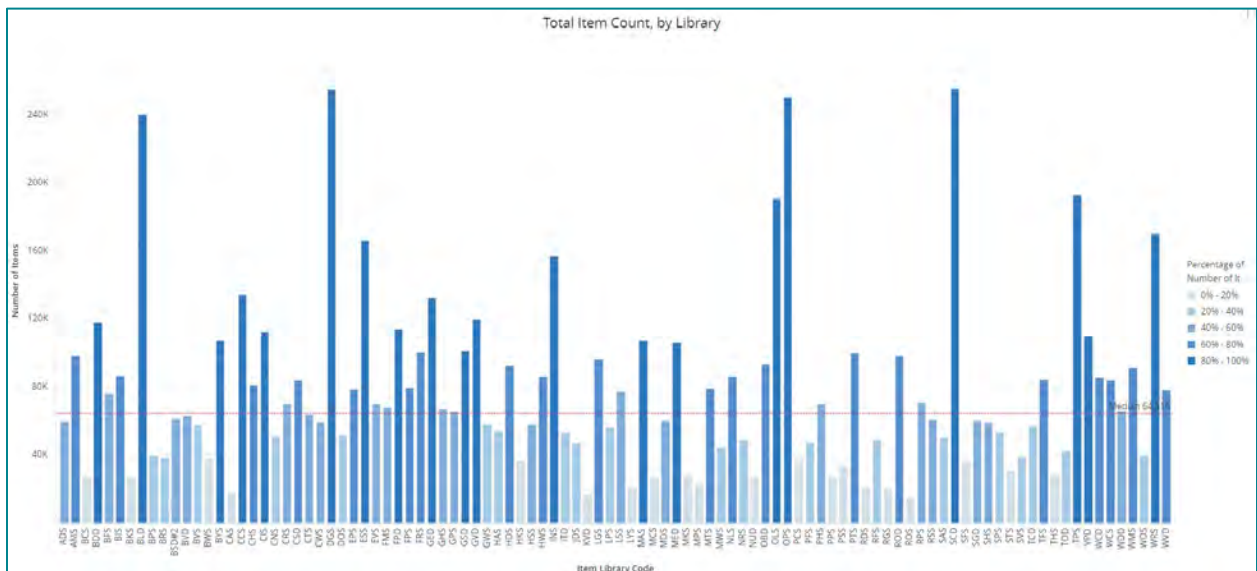
Items Added by Library, in Last Year

Items added in the last year represent 617,522 in total, with a median per library of 4,690 items. The median line is represented on the chart.

Percentage Comparison – Total Items vs Items Added in 2022

Comparing the visual of libraries from the last operations report and the past 12 months, there have been pattern shifts. This may relate to fiscal year ordering cycles as well as budget overall, or simply change in collection strategies and service offerings (e.g., increased e-content, renovation). Ranges have been modified a bit to more visually represent recent cataloging as a percentage of total collection: 0-10% (red), 10-25% (orange), 25-75% (yellow), 75-90% (light green), 90-100% (green).
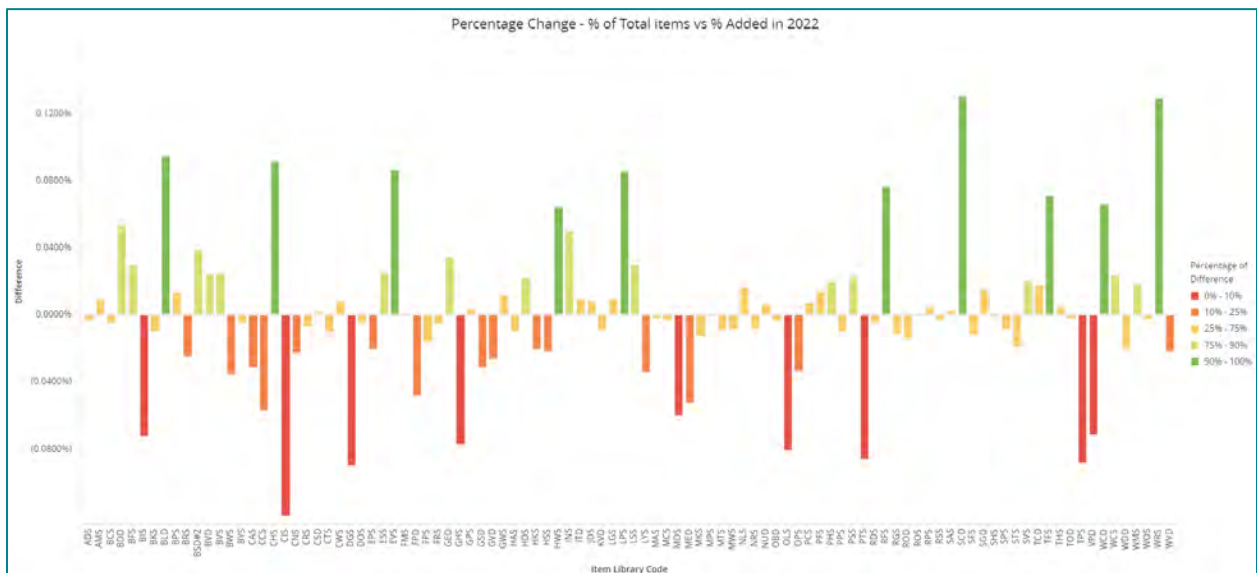
Circulation

Circulation in prior month

Mondays continue to show highest circulation, except for the obvious holiday on September 5th.
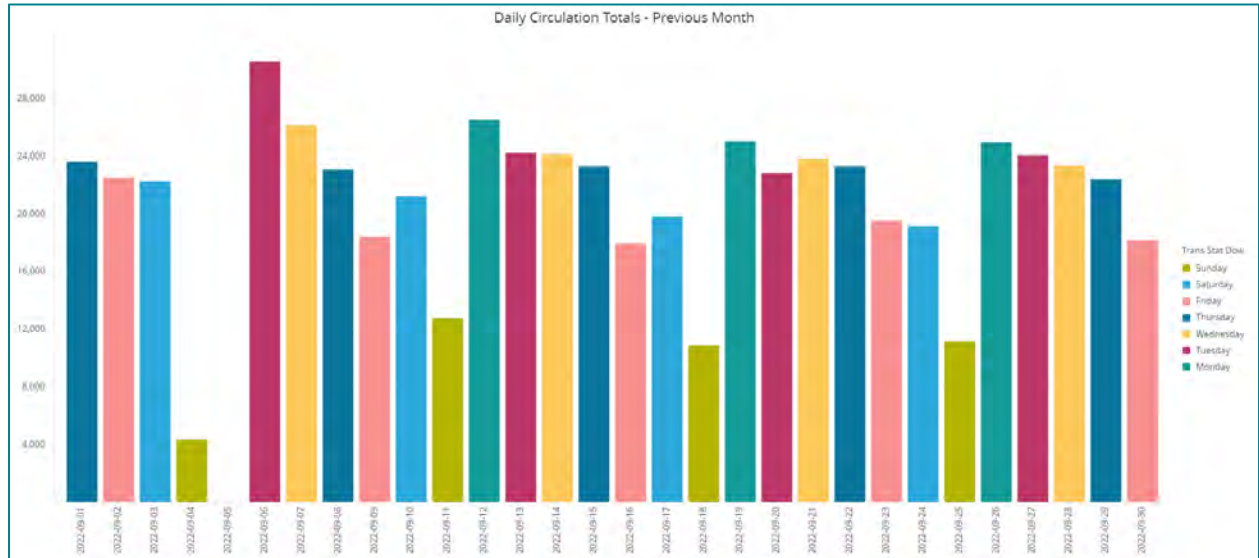
Looking at circulation counts, by library, illustrates the diversity in size of our SWAN libraries. While size largely determines circulation, there may be other factors impacting circulation counts. The chart below shows circulation counts for September 2022 and are color coded based on percentile rank. Median circulation for the consortium was 3,852, average circulation was 6,164 – again this chart illustrates the diversity of our membership.
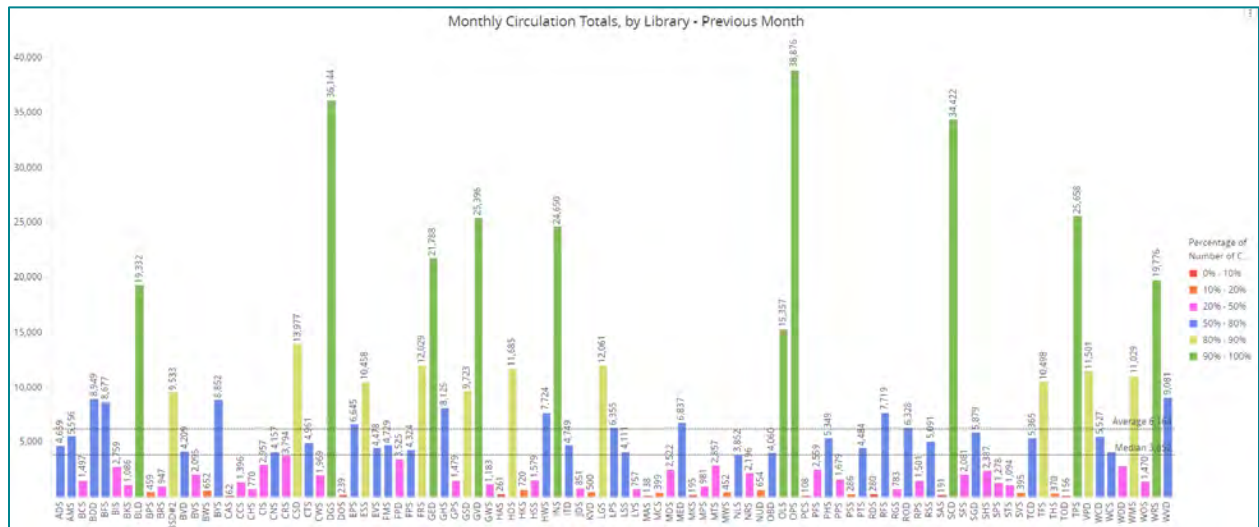
Monthly total comparison since 2019

The monthly comparison of total circulation, by month, shows September 2022 circulation fell from 2021 totals. This is the first month in 2022 where totals in prior year's same month showed a decrease.

Circulation Snapshot 2019-Current
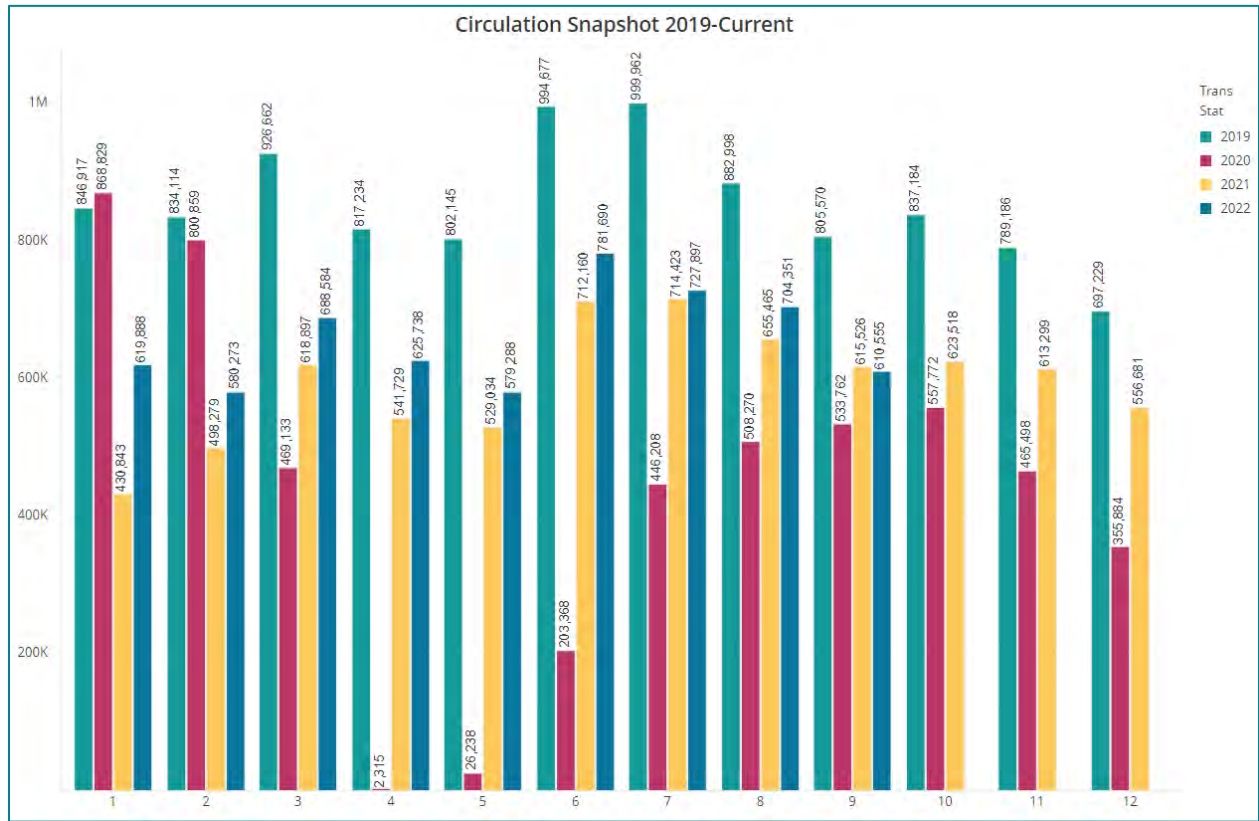
Holds

Time to Fill Analysis

We are seeing some indications in analytics that the grouped record and smart hold placement algorithms in Aspen are positively impacting time-to-fill statistics. For holds placed between 5/1/2022 and filled through 9/30/2022, total days to shelf shows a reduction in days between hold placement and fulfillment. Aspen uses WS_PUBLIC (Web Services Public) as the client type and fills holds most quickly.

Total Days to Shelf Chart

Not only is the time to fill lowest through Aspen placed holds, volume of holds placed through Aspen is significantly higher than other methods (mobile app, WorkFlows). From May-September, 2022, holds placed by Aspen represented roughly 75% of holds filled in that time period. Interestingly, BLUEcloud Mobile App has nearly matched number of holds placed through staff mediation in WorkFlows.
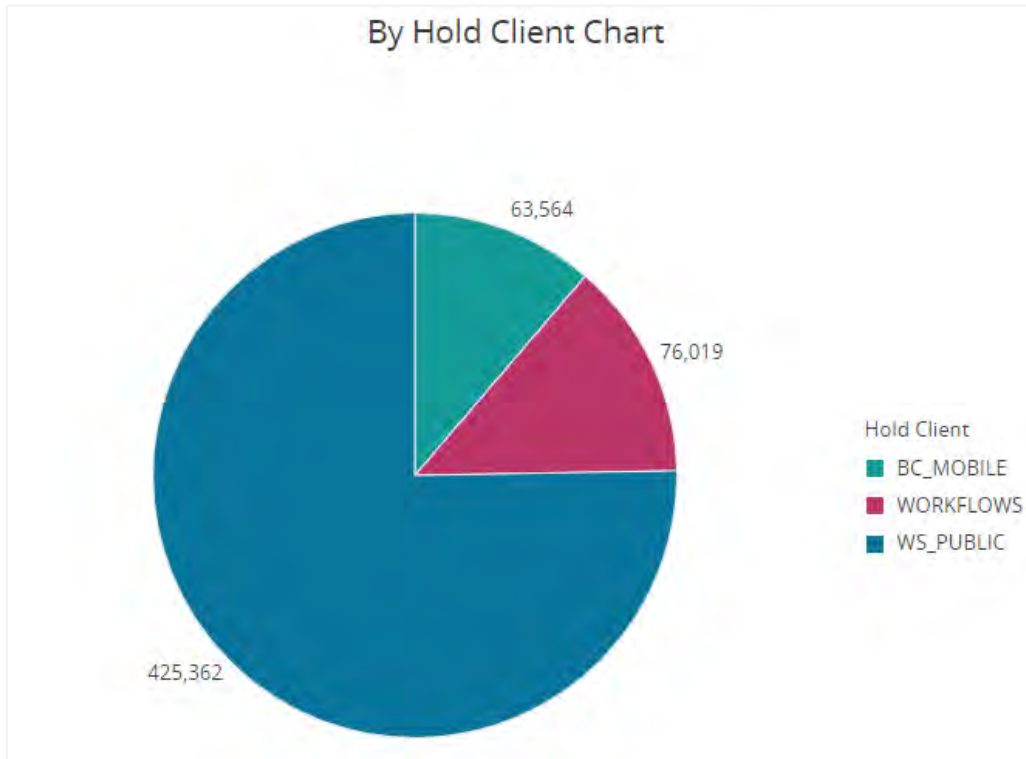

Holds Placement & Pick-up

While the number of holds placed and picked-up in September fell from August, it is reflective of the decline in circulation in the same period. Our pattern of holds placement and processing remains consistent.

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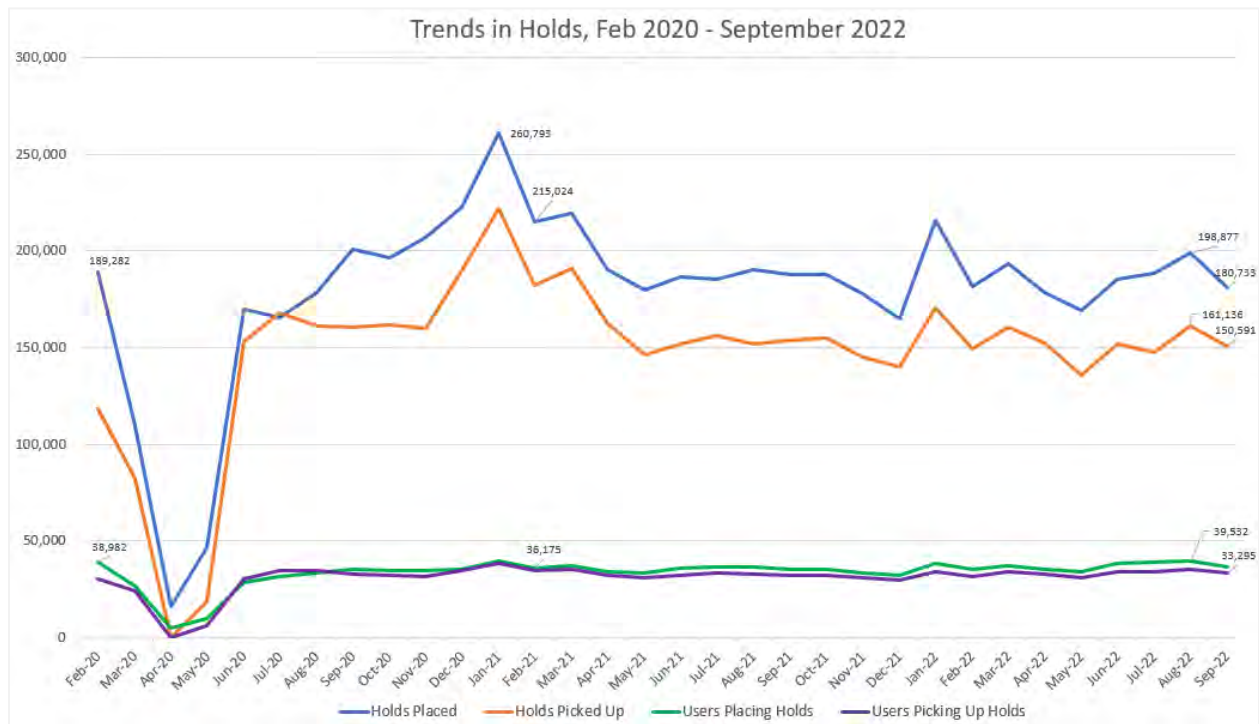
Interlibrary Loan & Resource Sharing

Transits continue to show a slight decline compared to pre-pandemic levels. September 2019 vs September 2022 dropped by 9% even though SWAN added 3 libraries in that timeframe.

Items Placed In Transit
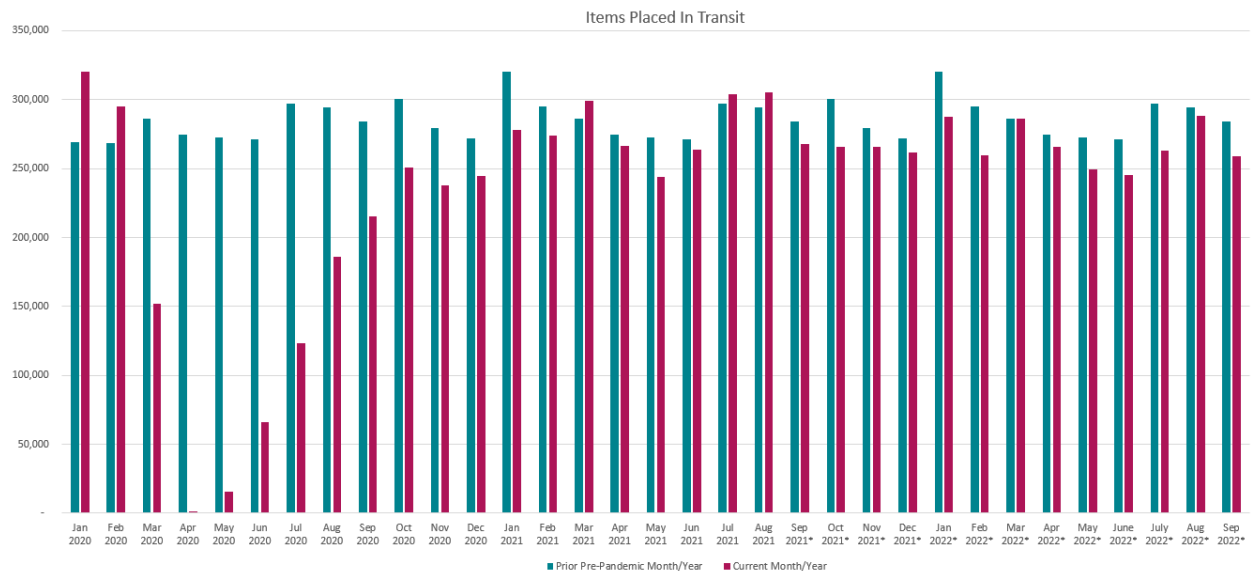
OCLC Worldwide Resource Sharing

Our combined OCLC interlibrary loan statistics show that SWAN continues to be a net lender.
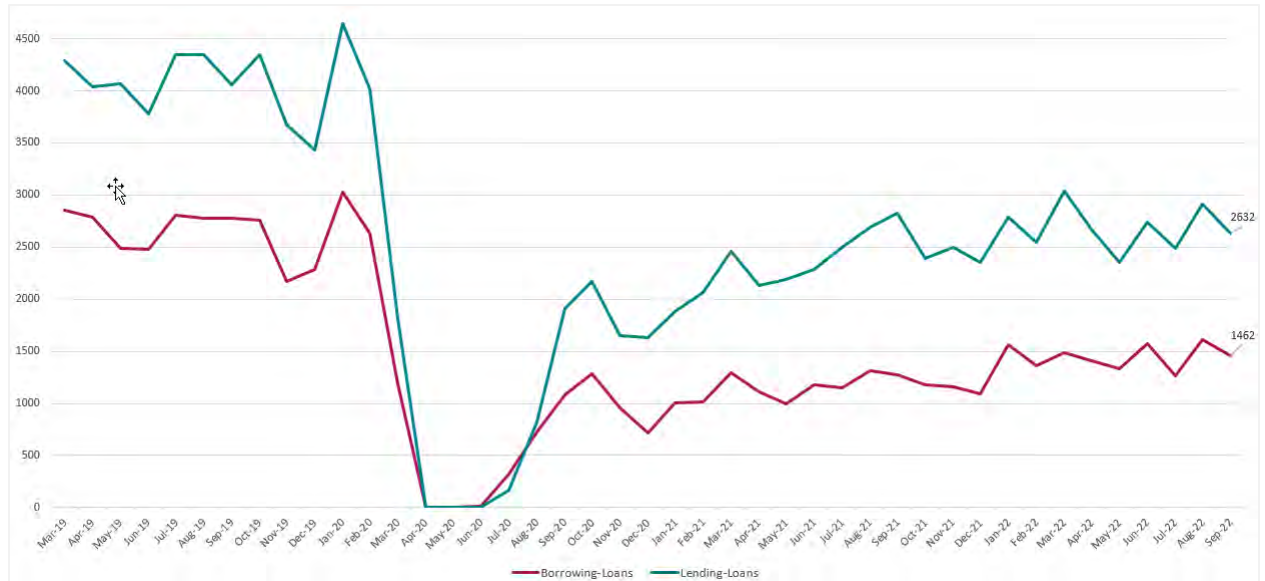
Online Public Catalog - Aspen

Top 25 Searches in Aspen (September 2022)

1. colleen hoover
2. where the crawdads sing
3. verity
4. it ends with us
5. the seven husbands of evelyn hugo
6. i'm glad my mom died
7. halloween
8. harry potter
9. lessons in chemistry
10. fall
11. apples
12. wings of fire
13. minecraft
14. the silent patient
15. fairy tale
16. diary of a wimpy kid
17. dog man
18. pokemon
19. luckiest girl alive
20. elvis
21. david baldacci
22. autumn
23. killers of a certain age
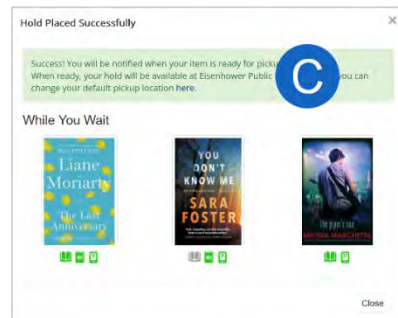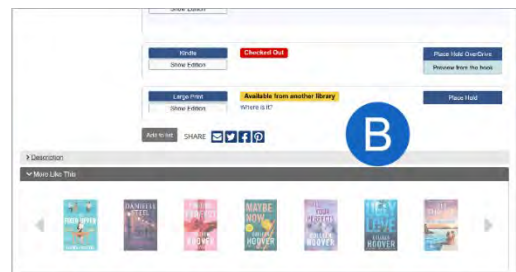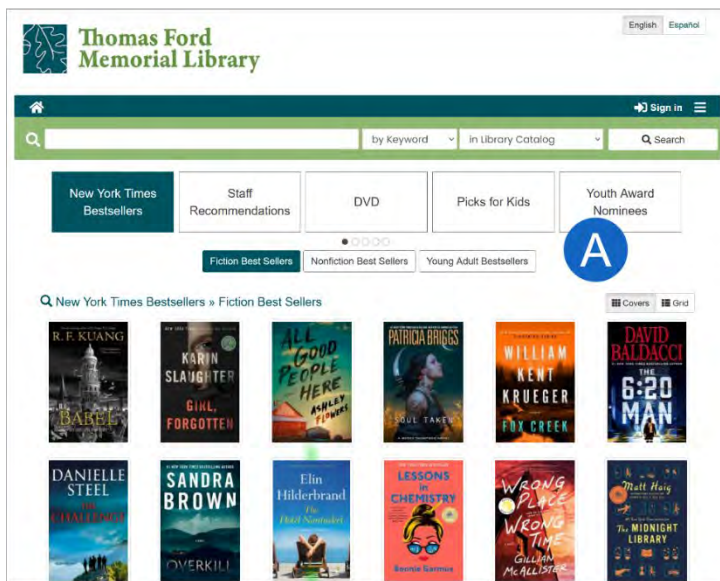24. things we never got over
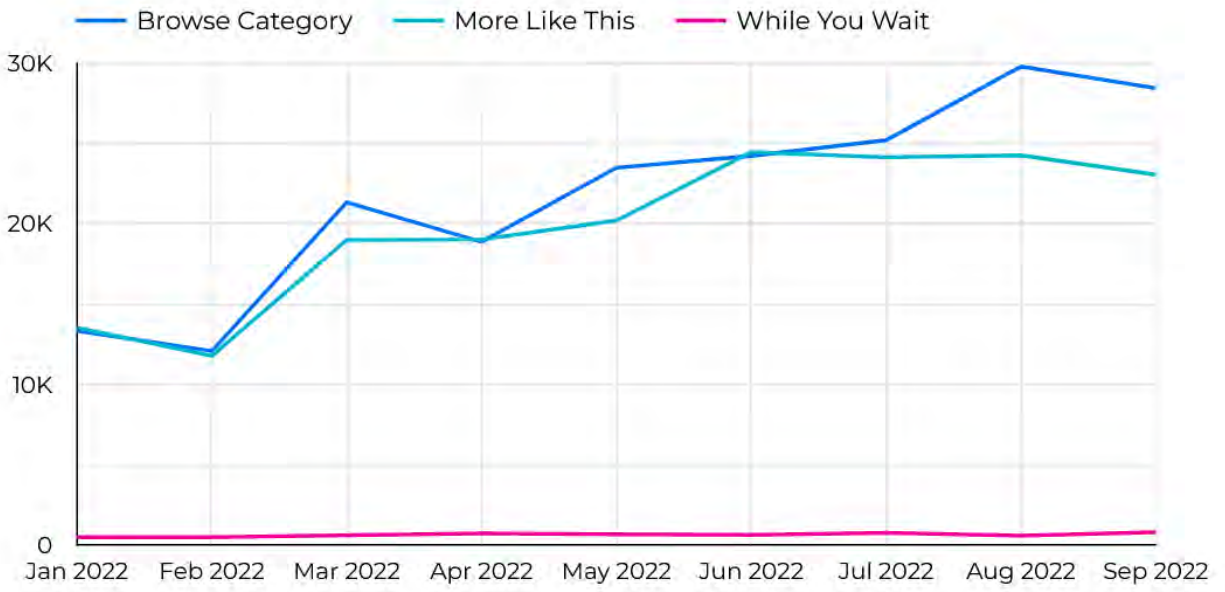25. i survived

Results Pageviews in Aspen

Searches in Aspen rose steadily as more libraries went live throughout the year (all libraries were live May 2022). The September dip reflects patterns of circulation and holds placement as identified in the same period.

Results Pageviews
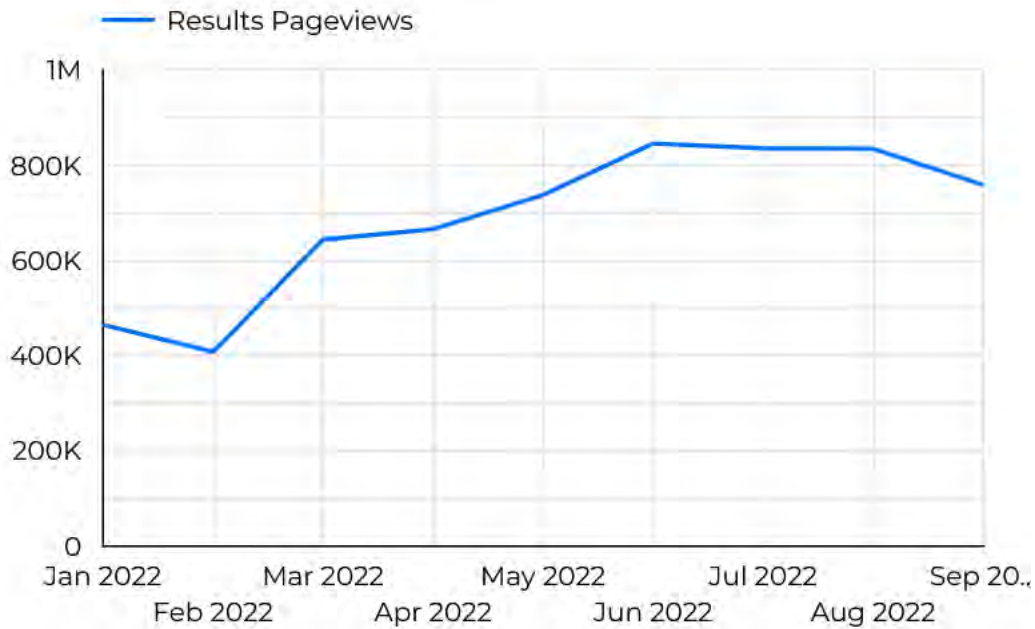
Usage of Recommendations

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.

DATE	MEETING TYPE	ACTION ITEMS
Thursday, July 1, 2021		SWAN FY21 Budget goes into effect.
Friday, July 23, 2021	Regular SWAN Board Meeting	Elect Officers: President, VP, Treasurer, Secretary & Complete Signature Card Changes for Bank Accounts. OMA Officers must complete training. Nominate for committees. Board self-evaluation.
Friday, August 20, 2021	Regular SWAN Board Meeting	Decision if meeting will meet a quorum
Friday, August 20, 2021	SWAN Expo	CANCELLED Annual conference at Moraine Valley Community College
Thursday, September 2, 2021	Quarterly	Introduce new SWAN Board members
Wednesday, September 15, 2021		RAILS LLSAP Funding application due
Friday, September 17, 2021	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
October		RAILS reviews LLSAP grant applications and determines awards
Friday, October 22, 2021	Regular SWAN Board Meeting	Aaron begins work on FY23 budget, brings questions to SWAN Board if needed.
Wednesday, November 17, 2021	Finance Committee	Aaron Skog and Treasurer review Budget; SWAN potential policies are reviewed.
Friday, November 19, 2021	Regular SWAN Board Meeting (Glen Ellyn)	Board accepts FY21 audit.
		Aaron to bring FY23 Budget draft; Board discuss Fees and determines next steps.
		Set Board approves meeting dates for 2022 calendar.
Thursday, December 2, 2021	Quarterly	Announce FY23 Budget Process
Friday, December 17, 2021	Regular SWAN Board Meeting (Glen Ellyn)	Review of FY23 Budget Draft.
		Approve FY23 LLSAP grant agreement
Thursday, January 13, 2022	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
Friday, January 21, 2022	Regular SWAN Board Meeting (La Grange)	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
		Recommend Draft of SWAN Budget for Membership Presentation. Set Budget Meeting date for February for membership review. Review Succession Plan for ED.
January 2022 [TBD]	SWANcom	Board present draft budget to membership.
Monday, January 31, 2022		Signed LLSAP grant agreements due to RAILS
Tuesday, February 1, 2022	Membership Meeting	Meeting to discuss FY23 budget, fees, and reserves worksheet.
Friday, February 18, 2022	Regular SWAN Board Meeting (La Grange)	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.
		Review Board Election Timetable.
		Yearly review of SWAN Bylaws; establish committee if needed.
Thursday, March 3, 2022	Quarterly	Roll call vote to approve SWAN budget. Announce Board election process.
Friday, March 18, 2022	Regular SWAN Board Meeting (virtual)	Determine if Personnel Committee meeting is needed.
		Ratify budget
		Sikich security audit findings presentation

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

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

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