

SWAN BOARD MEETING AGENDA

December 16, 2022 9:30 a.m.

Homewood Public Library District
17917 Dixie Highway
Homewood, IL 60430-1794

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 December 16, 2022, SWAN Board Meeting Agenda

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

4. Action Item – Approval of SWAN Financials, November 2022 Exhibit pgs. 3-12)
 - a. Balance sheet and detail of expenditures for November 2022
 - b. Approval of the payment of bills for November 1, 2022, through November 30, 2022 in the amount of \$63,061.56

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

5. Action Item – Acceptance of the November 18, 2022, SWAN Board Meeting Minutes Exhibit pgs. 13-17)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE NOVEMBER 18, 2022 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports
 - a. Board President Report
 - b. Executive Director Report (Exhibit pgs. 18-21)
 - c. Operations Report (Exhibit pgs. 22-42)
 - d. Treasurer Report
 - e. Board Calendar (Exhibit pgs. 43-45)

7. Action Item— Approval of SWAN Sick Time Accrual for Part Time Employees at same rate as full time employees (Exhibit pgs. 46-95)

RESOLVED, THAT THE SWAN BOARD APPROVES THE SWAN SICK LEAVE POLICY AS PRESENTED

8. Action Item – Approval of the SWAN Leave Donation Policy (Exhibit pgs. 96-100)

RESOLVED, THAT THE SWAN BOARD APPROVES THE LEAVE DONATION POLICY

9. Discussion Item – SWAN fiscal year 2024 budget & fees draft (Exhibit pgs. 101-108)

10. Discussion Item – Addison Public Library timeline and membership approval process

11. 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 Jarzemyk	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 November 30, 2022

	<u>Balance End of Month</u>
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 1,385,991.53
Hinsdale Bank - MM - 5010	996,369.34
Propay Funds	<u>\$ 42.86</u>
Total Cash and Cash Equivalents	<u>\$ 2,382,403.73</u>
Current Assets	
Accounts Receivable	75,377.44
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	9,774.34
Spares Inventory	<u>1,732.50</u>
Total Current Assets	<u>\$ 110,351.36</u>
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	<u>(348,905.85)</u>
Total Capital Assets, net	<u>\$ 18,873.01</u>
Total Assets	<u>\$ 2,511,628.10</u>
LIABILITIES	
Current Liabilities	
Accounts Payable	\$ 9,107.03
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	13,703.59
Accrued Payroll	45,062.73
Compensated Absences	123,319.88
Lease Payable	<u>31,030.39</u>
Total Current Liabilities	<u>\$ 224,043.12</u>
Long Term Liabilities	
Total Liabilities	<u>\$ 224,043.12</u>
FUND BALANCE	
Beginning Net Assets	
Unrestricted	<u>2,430,972.46</u>
Total Beginning Net Assets	2,452,167.46
Current YTD Net Income	<u>(164,582.48)</u>
Total Fund Balance	<u>2,287,584.98</u>
Total Liabilities and Fund Balances	<u>\$ 2,511,628.10</u>

Statement of Revenue and Expenses Summary
For the 5 Months Ended November 30, 2022

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
Revenue					
4000 - Membership Fees	\$1,726.25	\$1,497,629.61	\$3,003,359.00	\$ 1,505,729.39	49.87%
4100 - Membership Reimbursements	1,566.92	452,714.50	445,686.00	(7,028.50)	101.58%
4200 - Reimbursement for Losses	-	20,929.27	50,000.00	29,070.73	41.86%
4300 - Grant Revenue	-	263,690.50	527,381.00	263,690.50	50.00%
4400 - Registration & Event Receipts	-	3,330.00	12,000.00	8,670.00	27.75%
4500 - Investment & Interest	2,920.36	10,712.78	1,000.00	(9,712.78)	1,071.28%
4600 - Reserve Fund Transfer	-	-	34,000.00	34,000.00	0.00%
Total Revenue	<u>7,701.51</u>	<u>2,263,873.66</u>	<u>4,143,426.00</u>	<u>1,879,552.34</u>	<u>54.64%</u>
Expenses					
5000 - Salaries & Wages	112,791.86	574,946.36	1,546,800.00	971,853.64	37.17%
5020 - Personnel Benefits	35,491.18	171,249.77	494,900.00	323,650.23	34.60%
5100 - Building & Grounds	10,614.61	55,172.50	124,270.00	69,097.50	44.40%
5200 - Professional Development	625.00	1,736.22	20,000.00	18,263.78	8.68%
5300 - Membership Development	-	70.41	3,900.00	3,829.59	1.81%
5400 - Information & Technology Services	23,222.22	1,091,464.75	1,238,600.00	147,135.25	88.12%
5500 - General Office	937.99	1,412.74	2,100.00	687.26	67.27%
5600 - Hardware & Equipment	1,310.55	2,284.12	55,800.00	53,515.88	4.09%
5700 - Insurance	-	14,189.00	11,100.00	(3,089.00)	127.83%
5800 - Contractual Services	2,867.22	32,032.92	70,200.00	38,167.08	45.63%
5900 - Library Materials & Content	2,775.50	479,321.03	564,006.00	84,684.97	84.99%
6000 - Interest & Fees	47.17	1,122.82	5,050.00	3,927.18	22.23%
6100 - Other Expenses	-	-	3,607.00	3,607.00	0.00%
Total Expenses	<u>190,683.30</u>	<u>2,428,456.14</u>	<u>4,147,033.00</u>	<u>1,718,576.86</u>	<u>58.56%</u>
Excess Revenues less Expenses	<u>\$ (182,981.79)</u>	<u>\$ (164,582.48)</u>	<u>\$ (3,607.00)</u>	<u>\$ 160,975.48</u>	

Statement of Revenue and Expenses
For the 5 Months Ended November 30, 2022

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
Revenue					
4010 - SWAN Full Membership Fees	\$ 1,726.25	\$ 1,497,629.61	\$ 2,999,659.00	\$ 1,502,029.39	49.93%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	1,566.92	452,714.50	445,686.00	(7,028.50)	101.58%
4220 - Reimbursement Losses for Resource Sharing	0.00	20,929.27	50,000.00	29,070.73	41.86%
4240 - E-Commerce Transactions	1,487.98	14,867.00	70,000.00	55,133.00	21.24%
4310 - RAILS Support to SWAN	0.00	263,690.50	527,381.00	263,690.50	50.00%
4499 - Annual Conference Receipts	0.00	3,330.00	12,000.00	8,670.00	27.75%
4510 - Interest Income	2,920.36	10,712.78	1,000.00	(9,712.78)	1071.28%
4600 - Reserve Fund Transfer	0.00	0.00	34,000.00	34,000.00	0.00%
Total Revenue	<u>7,701.51</u>	<u>2,263,873.66</u>	<u>4,143,426.00</u>	<u>1,879,552.34</u>	<u>54.64%</u>
Expenses					
5000 - Salaries & Wages	112,791.86	574,946.36	1,546,800.00	971,853.64	37.17%
5021 - FICA Expense	8,221.59	42,281.04	118,400.00	76,118.96	35.71%
5023 - Worker's Compensation	0.00	5,416.00	3,900.00	(1,516.00)	138.87%
5024 - Retirement Benefits	10,599.24	53,852.22	140,900.00	87,047.78	38.22%
5025 - Health, Dental, Life And Disability Insurance	16,670.35	69,490.51	228,800.00	159,309.49	30.37%
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	48,871.70	113,160.00	64,288.30	43.19%
5120 - Utilities	515.27	4,388.81	5,700.00	1,311.19	77.00%
5130 - Property Insurance	0.00	160.50	650.00	489.50	24.69%
5140 - Repairs & Maintenance	0.00	386.49	1,560.00	1,173.51	24.78%
5150 - Custodial Service & Supplies	325.00	1,365.00	3,200.00	1,835.00	42.66%
5210 - Conference Travel	0.00	0.00	6,000.00	6,000.00	0.00%
5220 - Staff Meetings	0.00	36.22	400.00	363.78	9.06%
5230 - Staff Professional Development	625.00	825.00	6,800.00	5,975.00	12.13%
5240 - Professional Association Membership Dues	0.00	375.00	2,500.00	2,125.00	15.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	500.00	3,500.00	3,000.00	14.29%
5310 - Travel Reimbursement	0.00	70.41	1,400.00	1,329.59	5.03%
5330 - Library Professional Development	0.00	3,453.50	6,700.00	3,246.50	51.54%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5420 - Application Software Licensing	4,145.53	12,868.59	20,600.00	7,731.41	62.47%
5430 - Server Software Licensing	12,799.42	46,385.08	96,600.00	50,214.92	48.02%
5440 - Library Services Platform	0.00	912,459.70	985,700.00	73,240.30	92.57%
5450 - Data Management Services	312.66	15,254.31	30,500.00	15,245.69	50.01%
5460 - Information Subscription Service	0.00	73,652.63	77,100.00	3,447.37	95.53%
5470 - Subscription Support Services	2,057.80	6,853.87	7,700.00	846.13	89.01%
5480 - Telecommunications	1,096.81	3,959.71	14,500.00	10,540.29	27.31%
5490 - Group Purchases - Services	2,810.00	20,030.86	5,900.00	(14,130.86)	339.51%
5510 - Office Supplies	937.99	1,086.94	1,500.00	413.06	72.46%
5520 - Postage	0.00	306.35	600.00	293.65	51.06%
5599 - Annual Conference Supplies	0.00	19.45	0.00	(19.45)	0.00%
5610 - Equipment Rental/Maintenance	212.65	1,063.25	3,700.00	2,636.75	28.74%
5620 - Hardware	0.00	122.97	40,000.00	39,877.03	0.31%
5690 - Group Purchases - Hardware	1,097.90	1,097.90	12,100.00	11,002.10	9.07%
5700 - Insurance	0.00	14,189.00	11,100.00	(3,089.00)	127.83%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	1,055.00	5,250.00	18,900.00	13,650.00	27.78%
5830 - Consulting	275.00	6,275.00	19,200.00	12,925.00	32.68%
5840 - Payroll Service Fees	344.30	1,729.03	4,800.00	3,070.97	36.02%

Statement of Revenue and Expenses
For the 5 Months Ended November 30, 2022

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5860 - Notification & Collection	1,192.92	9,046.64	16,900.00	7,853.36	53.53%
5870 - Recruitment	0.00	1,599.25	0.00	(1,599.25)	0.00%
5899 - Annual Conference Facility Contract	0.00	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	20,532.19	50,000.00	29,467.81	41.06%
5930 - Electronic Resources	0.00	0.00	10,000.00	10,000.00	0.00%
5940 - E-Commerce Payment Transactions	2,775.50	16,365.84	70,000.00	53,634.16	23.38%
5990 - Group Purchases - Content	0.00	442,423.00	429,006.00	(13,417.00)	103.13%
6010 - Bank Fees	47.17	1,117.87	4,700.00	3,582.13	23.78%
6020 - Merchant Account Fees	0.00	4.95	50.00	45.05	9.90%
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	<u>190,683.30</u>	<u>2,428,456.14</u>	<u>4,147,033.00</u>	<u>1,718,576.86</u>	<u>58.56%</u>
 Excess Revenues less Expenses	 <u>\$ (182,981.79)</u>	 <u>\$ (164,582.48)</u>	 <u>\$ (3,607.00)</u>	 <u>\$ 160,975.48</u>	

SWAN Library Services

Check Register

All Bank Accounts

November 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				9297	11/10/22	<u>19.91</u>
5940	E-Commerce Payment Transactions	Acorn Public Library	19.91			
Batavia Public Library				9298	11/10/22	<u>165.16</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	165.16			
Berkeley Public Library				9299	11/10/22	<u>13.21</u>
5940	E-Commerce Payment Transactions	Berkeley Public Library	13.21			
Berwyn Public Library				9300	11/10/22	<u>71.27</u>
5940	E-Commerce Payment Transactions	Berwyn Public Library	71.27			
Bloomington Public Library				9301	11/10/22	<u>43.56</u>
5940	E-Commerce Payment Transactions	Bloomington Public Library	43.56			
Blue Island Public Library				9302	11/10/22	<u>44.21</u>
5940	E-Commerce Payment Transactions	Blue Island Public Library	44.21			
Calumet City Public Library				9303	11/10/22	<u>26.33</u>
5940	E-Commerce Payment Transactions	Calumet City Public Library	26.33			
Carol Stream Public Library				9304	11/10/22	<u>41.19</u>
5940	E-Commerce Payment Transactions	Carol Stream Public Library	41.19			
Cicero Public Library				9305	11/10/22	<u>95.20</u>
5940	E-Commerce Payment Transactions	Cicero Public Library	95.20			
Elmwood Park Public Library				9306	11/10/22	<u>15.10</u>
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	15.10			
Flossmoor Public Library				9307	11/10/22	<u>65.25</u>
5940	E-Commerce Payment Transactions	Flossmoor Public Library	65.25			
Forest Park Public Library				9308	11/10/22	<u>7.51</u>
5940	E-Commerce Payment Transactions	Forest Park Public Library	7.51			

SWAN Library Services

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November 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Geneva Public Library District 5940	E-Commerce Payment Transactions	Geneva Public Library District	214.69	9309	11/10/22	<u>214.69</u>
Glen Ellyn Public Library 5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	20.70	9310	11/10/22	<u>20.70</u>
Glenside Public Library 5940	E-Commerce Payment Transactions	Glenside Public Library	27.93	9311	11/10/22	<u>27.93</u>
Grande Prairie Public Library 5940	E-Commerce Payment Transactions	Grande Prairie Public Library	17.83	9312	11/10/22	<u>17.83</u>
Green Hills Public Library District 5940	E-Commerce Payment Transactions	Green Hills Public Library District	171.98	9313	11/10/22	<u>171.98</u>
Hinsdale Public Library 5940	E-Commerce Payment Transactions	Hinsdale Public Library	88.47	9314	11/10/22	<u>88.47</u>
Kaneville Public Library District 5940	E-Commerce Payment Transactions	Kaneville Public Library District	18.90	9315	11/10/22	<u>18.90</u>
La Grange Park Public Library District 5940	E-Commerce Payment Transactions	La Grange Park Public Library District	43.00	9316	11/10/22	<u>43.00</u>
Linda Sokol Francis Brookfield Library 5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	9.41	9317	11/10/22	<u>9.41</u>
Lyons Public Library 5940	E-Commerce Payment Transactions	Lyons Public Library	14.46	9318	11/10/22	<u>14.46</u>
Matteson Public Library 5940	E-Commerce Payment Transactions	Matteson Public Library	28.32	9319	11/10/22	<u>28.32</u>
Messenger Public Library of North Aurora 5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	35.12	9320	11/10/22	<u>35.12</u>

SWAN Library Services

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November 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Oak Lawn Public Library 5940	E-Commerce Payment Transactions	Oak Lawn Public Library	72.99	9321	11/10/22	<u>72.99</u>
Oak Park Public Library 5940	E-Commerce Payment Transactions	Oak Park Public Library	553.11	9322	11/10/22	<u>553.11</u>
Park Forest Public Library 5940	E-Commerce Payment Transactions	Park Forest Public Library	13.31	9323	11/10/22	<u>13.31</u>
Prairie State College 5940	E-Commerce Payment Transactions	Prairie State College	15.11	9324	11/10/22	<u>15.11</u>
St. Charles Public Library District 5940	E-Commerce Payment Transactions	St. Charles Public Library District	213.89	9325	11/10/22	<u>213.89</u>
Sugar Grove Public Library District 5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	293.92	9326	11/10/22	<u>293.92</u>
University Park Public Library District 5940	E-Commerce Payment Transactions	University Park Public Library District	8.60	9327	11/10/22	<u>8.60</u>
Villa Park Public Library 5940	E-Commerce Payment Transactions	Villa Park Public Library	33.92	9328	11/10/22	<u>33.92</u>
Westmont Public Library 5940	E-Commerce Payment Transactions	Westmont Public Library	81.66	9329	11/10/22	<u>81.66</u>
Woodridge Public Library 5940	E-Commerce Payment Transactions	Woodridge Public Library	185.28	9330	11/10/22	<u>185.28</u>
Comcast 5480	Telecommunications	Comcast 11/1/22-11/30/22	759.95	9331	11/17/22	<u>759.95</u>
ComEd 5120	Utilities	Com Ed 10/17/22-11/15/22	294.92	9332	11/17/22	<u>294.92</u>

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November 2022

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Employee Benefits Corporation 5830	Consulting	Yearly census	275.00	9333	11/17/22	<u>275.00</u>
ICS Learning Group 5470	Subscription Support Services	ICS Learning Group Inquisiq LMS	385.00	9334	11/17/22	<u>385.00</u>
Lauterbach & Amen, LLP 5820	Accounting	accounting services for October 2022	1,055.00	9335	11/17/22	<u>1,055.00</u>
LIMRiCC 5025	Health, Dental, Life And Disability Insurance	LIMRiCC November 2022	21,096.77	9336	11/17/22	<u>21,096.77</u>
Marcive, Inc. 5450	Data Management Services	Marcive catalog authority records	312.66	9337	11/17/22	<u>312.66</u>
Nicor Gas 5120	Utilities	Nicor Gas 10/13/22-11/14/22	220.35	9338	11/17/22	<u>220.35</u>
Plymouth Rockets, Inc. 5490	Group Purchases - Services	Plymouth Rockets KitKeeper (book club)	1,450.00	9339	11/17/22	<u>1,450.00</u>
Reliance Standard Life Insurance Co. 5025	Health, Dental, Life And Disability Insurance	Relaince Standard STD, LTD	984.00	9340	11/17/22	<u>984.00</u>
SirsiDynix, Inc. 5490	Group Purchases - Services	SirsiDynix Pseudo Branch -GED	960.00	9341	11/17/22	<u>960.00</u>
Unique Integrated Communications, Inc. 5490	Group Purchases - Services	Curbside communicator - November	400.00	9342	11/17/22	<u>1,592.92</u>
5860	Notification & Collection	voice auto notifications via messagebee	750.00			
5860	Notification & Collection	printing billing notices - October	442.92			
Wellness Insurance Network-WIN				9343	11/17/22	<u>171.00</u>

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network Life Insurance	171.00			
First Bankcard				50205	11/14/22	<u>20,505.80</u>
5230	Staff Professional Development	ILA Conference - Scott 9/30	250.00			
5230	Staff Professional Development	Every Library Institute 9/26	125.00			
5230	Staff Professional Development	HR Source Conference - Ginny	250.00			
5420	Application Software Licensing	Adobe 10/5	4,079.04			
5420	Application Software Licensing	Mailchimp monthly 10/10	42.49			
5420	Application Software Licensing	WordPress 9/23	24.00			
5430	Server Software Licensing	Microsoft Azure 10/19	6,378.78			
5430	Server Software Licensing	Microsoft Azure 9/19	6,378.64			
5430	Server Software Licensing	Microsoft premium 10/4	18.00			
5430	Server Software Licensing	Microsoft basic 10/4	24.00			
5470	Subscription Support Services	Gotowebinar 9/20	100.00			
5470	Subscription Support Services	Sendgid 10/5	373.80			
5480	Telecommunications	Grasshopper 9/25	48.86			
5480	Telecommunications	Microsoft teams calling plan 10/3	288.00			
5510	Office Supplies	deluxe SWAN envelopes 9/22	67.08			
5510	Office Supplies	Fed Ex office - posters 10/13	217.85			
5510	Office Supplies	Flowers for stupar 10/7	53.11			
5510	Office Supplies	Amazon - computer accessories 10/10	354.00			
5510	Office Supplies	Amazon headsets 10/10	94.02			
5510	Office Supplies	Levono computer accessories 10/13	79.96			
5510	Office Supplies	Amazon - computer accessories 10/10	71.97			
5610	Equipment Rental/Maintenance	Genesis monthly 10/11	84.30			
5690	Group Purchases - Hardware	Propay 9/19	872.90			
5690	Group Purchases - Hardware	Team One repair 10/10	225.00			
5940	E-Commerce Payment Transactions	Paypal 10/6	5.00			
Genesis Technologies, Inc.				50206	11/14/22	<u>128.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc.	128.35			
Quail Ridge Drive Investors, LLC				50207	11/29/22	<u>9,774.34</u>

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November 2022

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	9,774.34			
T.A. Systems Inc.				50208	11/29/22	<u>325.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. 10/2022	325.00			
					Check List Total	<u><u>63,061.56</u></u>

SWAN Board Meeting Minutes

November 18, 2022 9:30 a.m.
Homewood Public Library
17917 Dixie Highway
Homewood, IL 60430-1794

1. Call to Order, Roll Call

President Bodewes called the meeting to order at 9:31 a.m. The following Board members were present to establish a quorum.

- a. Jesse Blazek
- b. Ted Bodewes
- c. Jennifer Cottrill
- d. Tim Jarzemsky
- e. Dorothy Koll
- f. Colleen Waltman
- g. Anna Wassenaar

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 - SWAN

No public comment

3. Action Item

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

Cottrill moved, seconded by Waltman that it be

Note: dollar amount should be a comma not a decimal on agenda

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

Motion carried by unanimous voice vote:

4. Action Item

Approval of SWAN Financials, November 2022

Wassenaar moved, seconded by Blazek that it be

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

EXPENDITURES FOR OCTOBER 2022.

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Cottrill, Jarzemsky, Koll, Waltman, Wassenaar

5. Action Item

Acceptance of October 21, 2022 SWAN Board Meeting Minutes

Cottrill moved, seconded by Blazek that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE OCTOBER 21, 2022 SWAN BOARD MEETING MINUTES

Motion carried by unanimous voice vote

6. Action Item

Acceptance of the November 10, 2022 Finance Committee Meeting Minutes

Blazek moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE NOVEMBER 10, 2022 FINANCE COMMITTEE MEETING MINUTES

Motion carried by unanimous voice vote

7. Reports

a. Board President Report

Bodewes spoke about the upcoming year for SWAN Board to connect with it's members.

b. Executive Director Report

Skog gave an overview of Addison Public Library request to join SWAN. The SWAN Membership will be notified at the December 1st Quarterly meeting, and 2/3 membership approval is required to admit new libraries to the consortium. Skog & Blake attended the HR source annual conference in October. One recommendation based on the conference is to have a legal review and update to the SWAN employee handbook. SWAN has hired two part-time employees to the Bibliographic Service Team. SWAN is also in the beginning steps of the hiring process for the Bibliographic Service Manager, looking to hire for a January 2023 start date. The audit for FY22 is complete and is on the agenda for acceptance by the SWAN Board. A suggestion to have the auditor at November board meetings going forward was recommended. The FY24 budget draft is being prepared and Skog will provide an update at the December Quarterly meeting.

c. Operations Report

Tortorella and Brandwein discussed the operations report. Of note was the voting of MessageBee at the December Quarterly meeting. NCOA & GEO tagging is on track and in the budget.

Brandwein discussed his ILA presentation. As of next month, the inactive patron's data will be shifting from 9 years to 8 years. A review of the statistics was done with noting nothing unusual.

d. Treasurer Report

Jarzemsky was very pleased with the Finance Committee meeting that took place on November 10th.

e. Board Calendar

Blazek & Skog still have the task to complete the closed session review.

8. Action Item- Acceptance of the FY22 financial audit

Jarzemsky moved, seconded by Blazek that is be

RESOLVED THE SWAN BOARD ACCEPTS THE FY22 AUDIT

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Cottrill, Jarzemsky, Koll, Waltman, Wassenaar

9. Action Item

Approval of the board meeting dates for 2023

Waltman moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SWAN BOARD MEETING DATES FOR 2023

Motion carried by unanimous voice vote

10. Discussion Item

Presentation of the FY2024 draft budget

Skog reviewed the FY24 budget draft. The membership fees are not ready to present while we are waiting on Cook County Treasurer Office reports to be provided. The Board agreed with the recommendation to keep the salary budget flat for FY24. In time, the salary budget line will need to be increased. The EBSCO fees under account number 5440 has a 1.9% increase for the 3rd year of the project. The EBSCO Novelist Select agreement ends in FY25 will be discussed once we get into another year of Aspen in terms of display and how it is working with Novelist Select. The planned replacement of the SWAN helpdesk ticketing system has been added as a new expense. Consulting expenses for strategic planning was bought up in the Finance Committee meeting to be paid using SWAN excess cash reserve funds. Ted discussed the use of the office supply line and wanted to be sure employees are reimbursed for toner, etc. while working from home during the pandemic.

11. Discussion Item

SWAN Quarterly Meeting agenda for December 1, 2022

will discuss the addition of Addison Public Library to SWAN.

12. Adjournment

Bodewes adjourned the meeting at 11:15 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

DRAFT

Jesse Blazek

Board Secretary

DRAFT

SWAN Executive Director Report

December 16, 2022

Update on Activities

Addison Public Library

Addison Public Library's letter of intent to join SWAN with a desired go-live date of November 14, 2023, has jump-started work on project planning. The full SWAN membership will vote on acceptance of Addison Public Library in January. I have acquired the licensing from Survey & Ballot Systems to handle the approval vote for Addison Public Library to join SWAN.

MessageBee Contract

The contract for 12 months of MessageBee service is now in place after the approval at the December 1st Quarterly meeting.

Staff Changes

Open Position: Bibliographic Services Manager

The team is completing interviews with applicants for the manager position. We anticipate the search will be completed in January.

Board Considerations

Sick Leave & Sick Donation Policy

The Sick Leave Policy for employees is included on the agenda with recommended versions to allow part-time employees to accrue a sick-leave benefit.

The Sick Leave Donation Policy is a new benefit to SWAN employees. The policy is included on the agenda for discussion and approval. The procedures for granting the benefit are included in the packet with the policy.

FY2024 budget draft

SWAN membership fees for next year's budget have not been calculated yet due to delays from Cook County Treasurer Office response to the annual FOIA request. To date, we have received 33 of the 80 tax reports requested.

The budget is updated with the expenses and anticipated revenue for the addition of Addison to SWAN. I have obtained quotations from SirsiDynix and EBSCO for licensing which has itemized expenses for data migration and setup fees, totaling \$17,624.00 for the grant.

RAILS LLSAP Support Grant for FY24

The annual grant received requires approval by December 31, 2022. The board agenda for December 16th will have an action item and the meeting packet has the award letter, a RAILS memo detailing the award amount, and the agreement.

	FY20	FY21	FY22	FY23	FY24
RAILS LLSAP support to SWAN	\$524,679	\$562,018	\$522,691	\$527,381	\$498,388
Total	\$524,679	\$562,018	\$522,691	\$527,381	\$498,388
Change from year prior		\$37,339	(\$39,327)	\$4,690	(\$28,993)

Monthly Financial Report

Balance Sheet

The Fund Balance Unrestricted line for November is at \$2,430,972.46 which is unchanged from the month prior.

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 42% 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 two quarters, which would bring in 50% of SWAN revenue. Expenses appear higher than 33% due to prepaid expenses from the prior fiscal year which are now recorded in the appropriate budget lines, noted below.

SWAN FY23	FY23 Budget	Ending November 2022	Percentage of budget YTD 42%
Total Revenue	\$4,143,426.00	\$2,263,873.66	55%
Total Expenses	\$4,147,033.00	\$2,428,456.14	59%
Over / (Under)	(\$3,607.00)	(\$164,582.48)	

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the second quarter invoices were sent out in October. We are currently at 49.93% of what should be 50% 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 101.23% 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 second quarterly payment to SWAN was received so this revenue is at 50%.

4510 – Interest Income: SWAN’s Money Market has performed better than expected for the past three months with almost 5 times the expected revenue. Currently, the rate for November is 3.715% where the rate one year ago was 0.02%.

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 expenses.

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: EBSCO group-purchase expense has been completed.

Operations Report: December 2022

Membership engagement activities and statistics are reported through month-end of November 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.

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Member Engagement – All Staff

A recap of member engagement activities from November 1st through November 30th are 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
11/1/2022	Consultation: Kirby School District	Administration	Consultation
11/2/2022	Office Hours: Cataloging	Bibliographic Services	Consultation
11/2/2022	Office Hours: Circulation, ILL, Outreach	All	Consultation
11/2/2022	Office Hours: Sunsetting BLUEcloud Analytics Personal Accounts	Information Technology & System Support	Consultation
11/9/2022	Book Club Users Group	Administration	Member meeting
11/9/2022	Office Hours: BLUEcloud Analytics	Administration, Information Technology & System Support	Consultation
11/10/2022	Finance Committee Meeting	Administration	Governance
11/14/2022	Consultation: BLUEcloud Analytics (Hinsdale)	Information Technology & System Support	Consultation
11/16/2022	Circulation Advisory	User Experience	Member meeting
11/17/2022	Office Hours: Circulation & Holds Maps	Information Technology & System Support	Consultation
11/17/2022	Training: Circulation (Westchester)	User Experience	Training
11/17/2022	Discovery & Users Experience	User Experience	Member meeting
11/18/2022	SWAN Board Meeting (Homewood)	Administration	Governance
11/23/2022	Office Hours: BLUEcloud Staff	All	Consultation
11/29/2022	SWAN Fireside Chat #44	All	Member meeting
11/30/2022	Consultation: Acquisitions (Downers Grove)	Bibliographic Services	Consultation
11/30/2022	Consultation: Fine Free (Blue Island)	Information Technology & System Support	Consultation

User Group and Advisory Meeting Recap

Several meetings were held in November for our SWAN members.

Aspen Users

Tara met with the new SWAN Aspen Users group chairs to discuss potential meeting topics and logistics for running a user group. The chairs are: Paul Dobersztyn, Warrentville Public Library District; Melissa Siddiqui, Oak Brook Public Library; and Sarah Slack, St. Charles Public Library.

Book Club Users (11/9/2022)

Book Club users shared a recap on how services have evolved and changed since the pandemic started. While interest is growing again, all libraries indicated their book club engagement has not yet returned to pre-pandemic levels. The group also shared tips and practice in managing Book Clubs. We said goodbye to Lizzie Matkowski who has served as a co-chair of the group since it was formed in 2019. We wish her well in her new endeavors.

Circulation Advisory (11/16/2022)

New members were welcomed to [Circulation Advisory](#). The group reviewed the advisory group's charge and 2023 focus of activities, including: training curriculum and online course development, notice testing, and BLUEcloud Circulation testing. The group went over shared resources related to the continued testing and feedback on BLUEcloud Circ development.

Discovery & User Experience (DUX) (11/17/2022)

Topics included facet granularity for various types of pre-recorded audio devices, results from a recent A/B test looking at labels for the full copies view, linked account changes coming to Aspen, and a follow up discussion on whether to display facet counts in the catalog. In addition, the group prioritized development requests for the first quarter of 2023.

2023 Meetings

SWAN 2023 events are entered in L2 and listed on the SWAN Support Site. For a quick preview of SWAN events in L2, search "[swan2023](#)." On the SWAN Support Site, visit the [SWAN Events Calendar](#) for a full listing of upcoming events.

Major Projects & Research

Addison Public Library

Addison Public Library's letter of intent to join SWAN with a desired go-live date of November 14, 2023, has jump-started work on project planning. The full SWAN membership will vote on acceptance of Addison Public Library in January. In preparation for this vote, staff are working with the Addison team to collect information on materials processing (cataloging), e-resources, and information technology/3rd party connections. This survey data will be followed-up with a face-to-face meeting and compilation of an overview of Addison Public Library and the project plan for review by membership prior to the January vote.

Aspen Discovery

[Aspen 22.11](#) was released November 16th. It included improvements to export to Excel features that SWAN members had requested, including the ability to export lists and additional fields for exports of search results and purchase suggestions.

In addition, SWAN staff is working with ByWater Solutions to move to a ByWater hosted SaaS environment for Aspen. We anticipate we will have a test environment in place by early December to monitor performance before moving our live environment in 2023.

BLUEcloud Staff (Acquisitions, Cataloging, Circulation, MobileStaff)

SWAN and SAPLN met with the SirsiDynix team on December 6th to review current development. In the next release we can expect to see partial order cancellation in BLUEcloud Acquisitions and additional facets and actions related to BLUEcloud Circulation Holds Pull List management.

Security Initiatives

TLS-SIP2 Migration

Last month we shared that two libraries using OverDrive would need to transition to a secure encrypted SIP2 with PIN prompt enabled for patrons. After following up with Elmwood Park and Indian Prairie, we asked OverDrive to enable PIN for these two accounts. All OverDrive libraries are now connecting via encrypted SIP2 and requiring PIN authentication.

Kanopy responded to our request to migrate their connection, however, they do not currently support TLS-SIP2. However, as Kanopy was acquired by OverDrive, Kanopy will be moving to OverDrive's authentication service in early 2023. We have agreed to pick up this project with Kanopy once they have completed their migration.

We will continue to identify vendors that are able to make the switch to TLS-SIP2 and work with those that do not natively support TLS but could use other methods for encryption.

Single Sign-On (SSO) Pilot

While SirsiDynix continues SSO development, we will explore the functionality and customization of our initial identity service provider, KeyCloak, to ensure its fully tested and ready for deployment. The SWAN SSO project was previously considered a pre-requisite for other projects in the SWAN tactical plan. We have rearranged this dependency to address other major projects including MessageBee and possibly Addison Public Library.

Group Purchases

Kanopy announced an [end-of-year discount for Kanopy PLUS subscription packs](#). Several libraries have expressed interest in joining the Kanopy group discount for SWAN, but as of yet no new libraries have signed contracts.

Olivia also met with RAILS to learn about changes coming to the RAILS Axis360 group discount and she will work with them in the new year to distribute information to SWAN libraries that may be interested in joining.

Enhanced Patron Notifications – MessageBee Consideration

With approval of the membership to fund MessageBee starting in January 2023, the project will kick off with creation of templates for all libraries with library-specific branding. Collection of logo assets, social media links, contact, color theme, and key catalog/web links is nearly complete for submission to Unique Management’s implementation team. Updates to this project will be shared at monthly Fireside Chat meetings in detail. Also, training will be provided for libraries throughout the process and as access to library MessageBee dashboards are enabled.

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: 11/1/2022- 11/30/2022	ByWater - Aspen weekly check-in	All (UX Lead)	Partnerships
11/3/2022	Aspen Gathering	User Experience, Bibliographic Services	Partnerships
11/11/2022	GIS Consultation	Administration	Research & Development
11/15/2022	Aspen Community Meeting	User Experience, Bibliographic Services	Partnerships
11/16/2022	SirsiDynix Sure Sailing	All	Partnerships

Resource Sharing

OCLC WorldShare ILL

Helen is working with some of our libraries to more finely tune ILL request deflection policies to reduce staff time in responding to requests which are not in policy. This requires working with both OPAC status/locations in WorldCat Discovery settings and format designations in the OCLC Policies Directory deflection rules.

Non-SWAN Reciprocal Borrowing

Approximately 20 of our neighboring non-SWAN libraries receive monthly reports of patrons with overdue items in SWAN. This reporting is provided to help our non-SWAN library colleagues better manage patron return of material to avoid automatic billing once items are processed by the Custom

Long Overdue report which initiates a bill to the patron's home library. This pro-active interaction is having a positive impact on reciprocal borrowing returns.

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, internal monitoring of services has alerted us to critical resource usage.

Aspen memory issue

In October we experienced periodic Aspen server memory spikes, which could cause slowness on the patron-facing interface if unchecked. SWAN staff and ByWater Solutions have been closely monitoring these spikes and taking steps to prevent any impact on patrons; however, we are continuing to investigate the cause while preparing for a move to a ByWater hosted SaaS environment for our Aspen test and production instances.

Overnight Symphony ILS report issue

On November 16, one of the Symphony reports that handles our daily item processing (adutext) finished with errors. As this issue does occur from time to time, we followed up with SirsiDynix Support rep Tyler Cazier. He explained how the keys are being processed and that there is a bug that occasionally breaks one of the key loading processes.

While there is currently no way to prevent this from happening, the upside is it also confirms that a failure of our adutext report is not indicative of problems with data integrity. Tyler also provided us with the scripts that the SirsiDynix support team uses when we encounter these errors. This will give us the ability to immediately implement mitigation the next time there's a problem in report processing.

Patron Point & SirsiDynix Web Services API

Patron Point has been querying our Symphony server for patron record updates for five libraries (BWS, INS, LSS, MTS, TPS) using their service. We identified this process in April as the cause of both Symphony and Aspen degradation of responsiveness, and in some cases SWAN experienced a loss of functionality. At that time Patron Point agreed to abandon use of web services to query the full database and instead we would provide an initial full patron extract and daily extract of new patrons for participating libraries.

During the past month we have had periods of slowness on our Symphony and Aspen servers. On December 8th we identified the source to be the Patron Point queries of patron records of the entire Symphony database. We have disabled access until we can talk to Patron Point developers and receive, yet again, assurances that they will not use this method of patron record retrieval.

We know the libraries contracting with Patron Point rely on their service for marketing, outreach, and engagement. We hope to have a resolution to the disruption of service for these libraries, and most importantly, for the entire membership after we meet with them on December 14th.

SirsiDynix Web Services Upgrade 6.2.4

On December 12th, after hours, Web Services was upgraded on our production Symphony server to version 6.2.4. While this does not represent significant changes, this release does include better exception messages when an error is encountered. Web Services is used to query Symphony by Aspen, BLUEcloud staff, and several third-party vendors. We completed extensive testing in the test environment prior to production deployment.

Outage tracking

Uptime percentage thus far in 2022 is consistent with prior years.

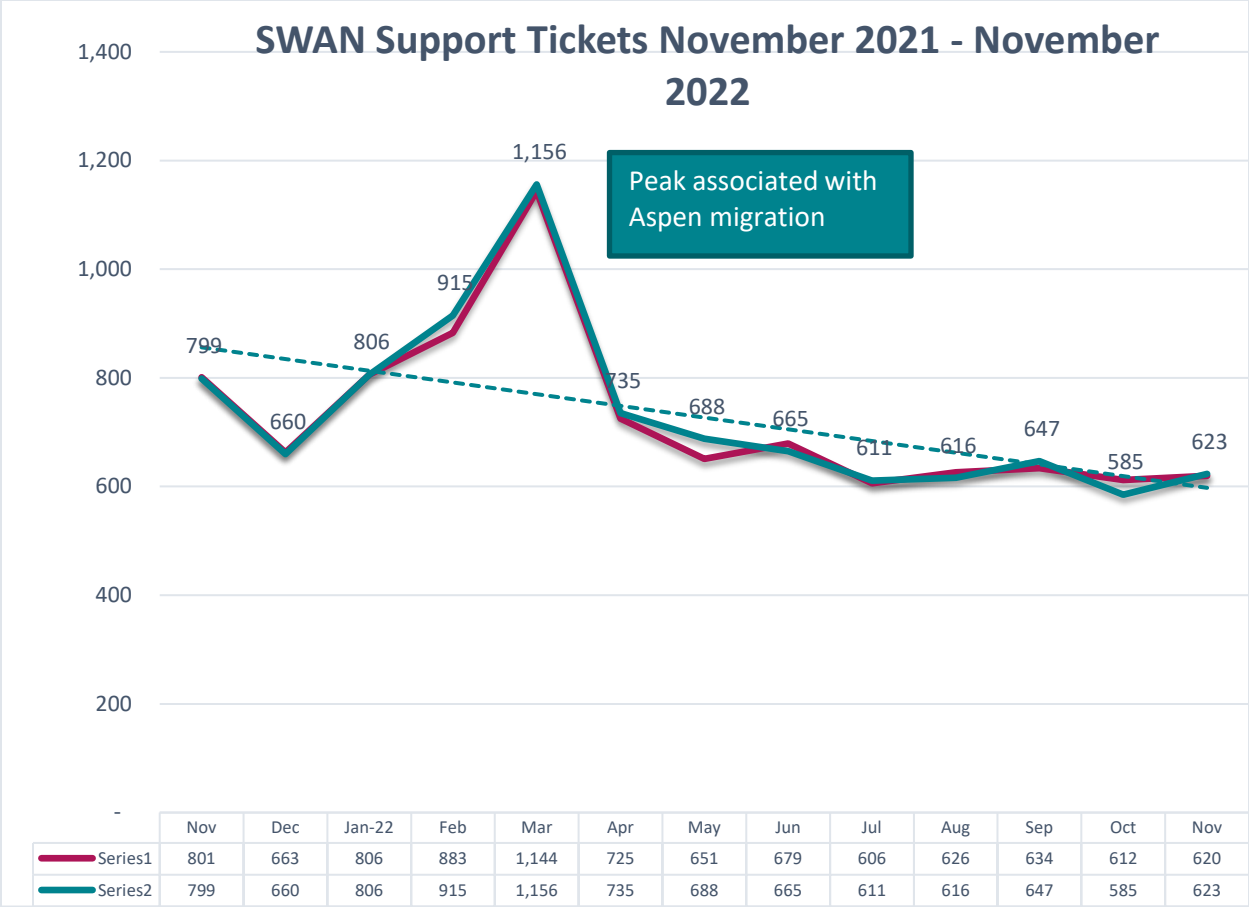
- 2017 – 99.995%
- 2018 – 99.986%
- 2019 – 99.992%
- 2020 – 99.989%
- 2021 – 99.993%
- 2021 – 99.991%

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.

Date	Approx Time	Time Elapsed (Min)	System	Planned?	Library Hours?	Reason/Impact
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.
10/3/2022	14:00	5	Aspen Discovery	No	Yes	Runaway solr process, killed process and restarted
10/28/2022	11:15	195	OTRS	No	Yes	Microsoft Deprecation of POP3 severed connection between OTRS and the Outlook mailbox
12/8/2022	12:10	90	Aspen/Symphony	No	Yes	Degradation of WorkFlows responsiveness and Aspen online catalog due to Patron Point web services

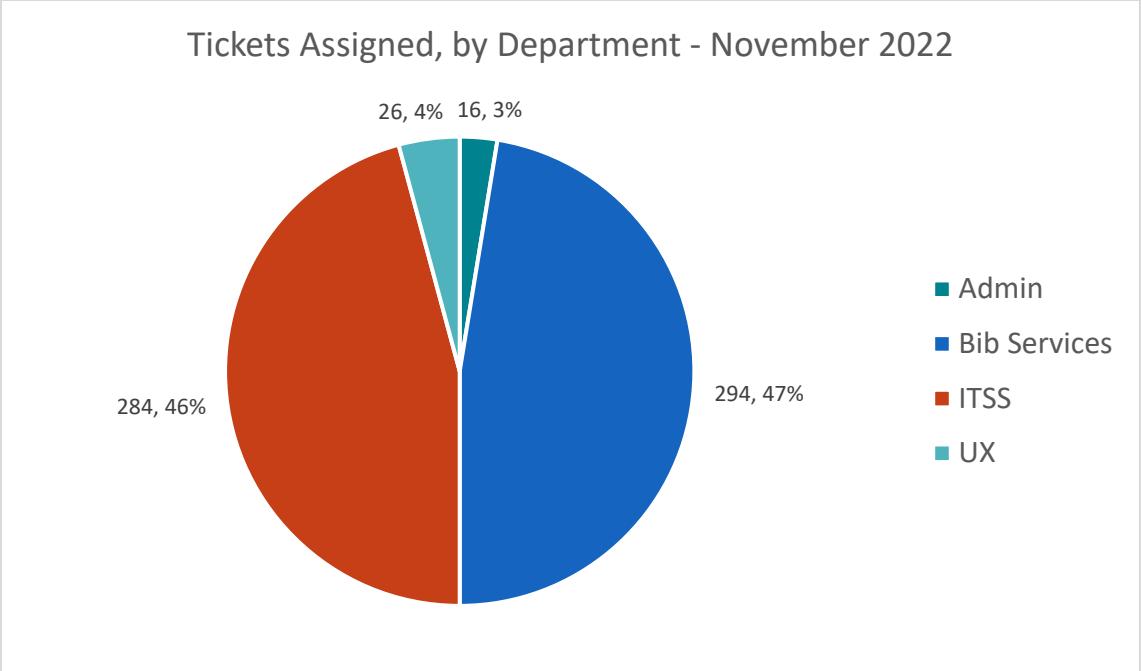
Support Tickets

Data labels reflect tickets closed each month.



SWAN Support Tickets Opened/Closed in Past 12 Months

For the first time since Aspen launch, tickets assigned to our Bibliographic Services team has dipped below 50%, to 47%. Our Bibliographic Services team continues to have the most efficient response, represented by the lowest average article/ticket ratio of 4.45. This represents an average of 4.45 responses within a ticket thread.



Support Site Migration

Rudy completed the migration and preparation of the current SWAN support site over to the Pantheon environment. We go live with in Pantheon on December 14th.

Following the migration, we now have development tools and development, test, and production environments that will allow us to develop new features and prepare for a migration to Drupal 9.

Documentation Updates

Recently added documentation in November includes:

- [Canceling BLUEcloud Acquisitions Orders](#)

In addition, Vickie and Helen updated all libraries’ login information to remove the old BLUEcloud Analytics URL.

On-site Training and Consultation

Due to member staff turnover, Bibliographic Services staff continue to receive requests for in-person training sessions. On December 5th, Sam and Claudia traveled to Cicero Public Library for cataloging and acquisitions training with their new Head of Technical Services and support staff. On December 12th, Claudia will travel to the National University of Health Sciences to provide cataloging training to staff covering for an ill colleague.

Sam also met with staff at Downers Grove Public Library to discuss the possibility of restarting use of the Symphony Acquisitions module, which they have used in the past, or the feasibility of switching to the BLUEcloud Acquisitions tool. Sam reviewed the capabilities of both tools and how they would

integrate into the library’s current workflow. We are unsure if they will proceed with adoption at this time.

Training Modules & Recordings

No new trainings were added in November.

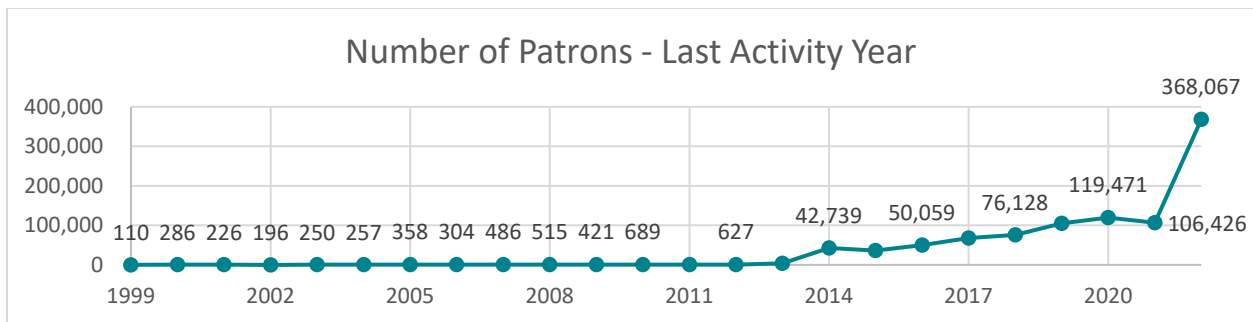
However, our training team has been busy conducting a yearly audit and refresh of all courses in SWAN Online Learning, our learning management system. On December 15th, the team will load the updated courses into the LMS.

Maintenance

Automatic Monthly Patron Record Removal

On November 15th, 951 inactive patron records > 9 years were removed from the database. Starting in February 2023, this threshold will be reduced to 8 years of inactivity. Reports sent in January will reflect this change so that libraries have 6 weeks to review records meeting removal criteria in mid-February. We delayed this report change and removal cycle by one month so that libraries were not reviewing larger eligible records in December when staffing may be leaner due to holiday vacations.

Patrons active in 2022 (368,067) represent 37.5% of the total patron database. Approximately 40,000 will be targeted for removal with a Last Activity Date (LAD) in 2014.



National Change of Address – NCOA 2022

Records have been sent to Unique Management with an expected turnaround in processing before the end of the year. Once the files are returned, Dave Pacin will verify data returned and begin the process of updating patron records. This update will include a complete refresh of geocode data for any patron active since 12/1/2021, as well as any patrons flagged as change of address.

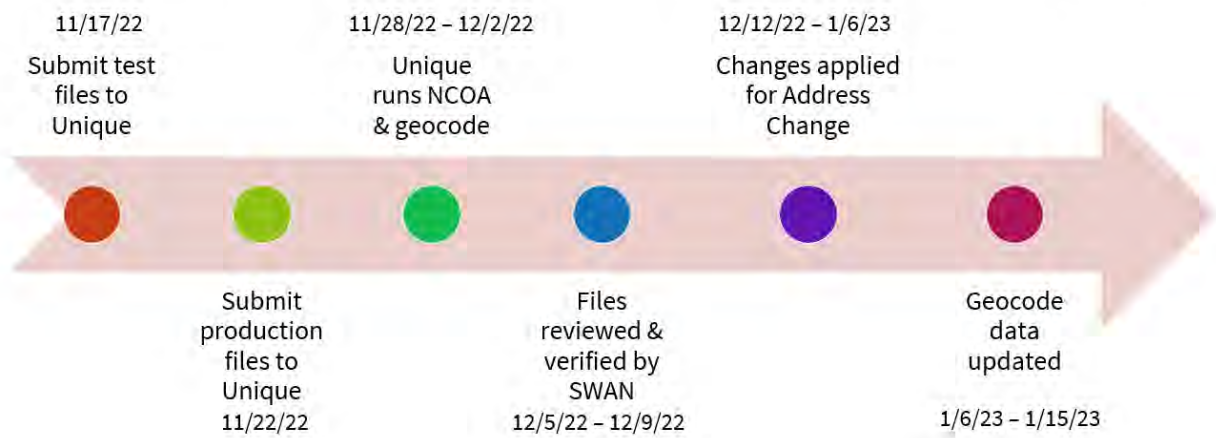
The count breakdown and determination of selection:

- Total records submitted: 939,407
- Records w/Last Activity Date BEFORE 12/1/2021 (584,152)

- NCOA Address Verification, including geocode data (longitude, latitude, census block, census track)
- Records w/Last Activity Date 12/1/2021 or Later (355,255)
 - NCOA Address Verification
 - Geocode data (ALL) – this will catch any address changes or additions staff made that are accurate in terms of address, but may have missing or incorrect geocode

As of 12/8/2022 we have not received the processed files back from Unique, although we do believe we can still make the target completion date of mid-January.

National Change of Address – Timeline Est.



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). We continue a 96-97% success rate on delivery.

Month/Yr	Total Emails Sent	Success Rate	Addresses			Messages		
			Email Bounced	Email marked SWAN as SPAM	Invalid Emails	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
September, 2022	434,604	96.41% (418,980)	655	51	252	3,263	10,960	2,050
October, 2022	446,583	96.80% (432,311)	618	48	273	2,919	9,567	2,247
November, 2022	417,528	96.58% (415,344)	563	37	294	2,978	9,877	2,344

Phone Notice Tracking

Phone notifications are sent through SWAN's contracted service with Unique Management and relies on their MessageBee voice delivery system. October's increase in failed voice message delivery appears to have been related to a carrier issue, as this month's failure rate has improved.

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%
October, 2022	8,503	8,165	96.02%	278	3.27%
November, 2022	8,514	8,251	96.91%	263	3.09%

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. 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%
October, 2022	32,265	42	44,160	76,467	68	1,185	666	97.49%
November, 2022	28,437	37	37,416	65,890	61	1,003	642	97.41%

SWAN Announcements

Staff Development & Presentations

2022 ER&L Virtual Workshop: Teaching Staff to Troubleshoot e-Resources (November 15th-17th)

Olivia attended this three-day workshop aimed at developing troubleshooting training and resources for library staff. She will use the concepts from this course to develop additional training and documentation for our patron and support sites.

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	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

2020														
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	74	47			
Copy 2022	1,808	2,283	2,059	2,299	2,239	1,886	1,976	2,706	1,944	1,918	2,010			

* 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

Title Count by Publication Year

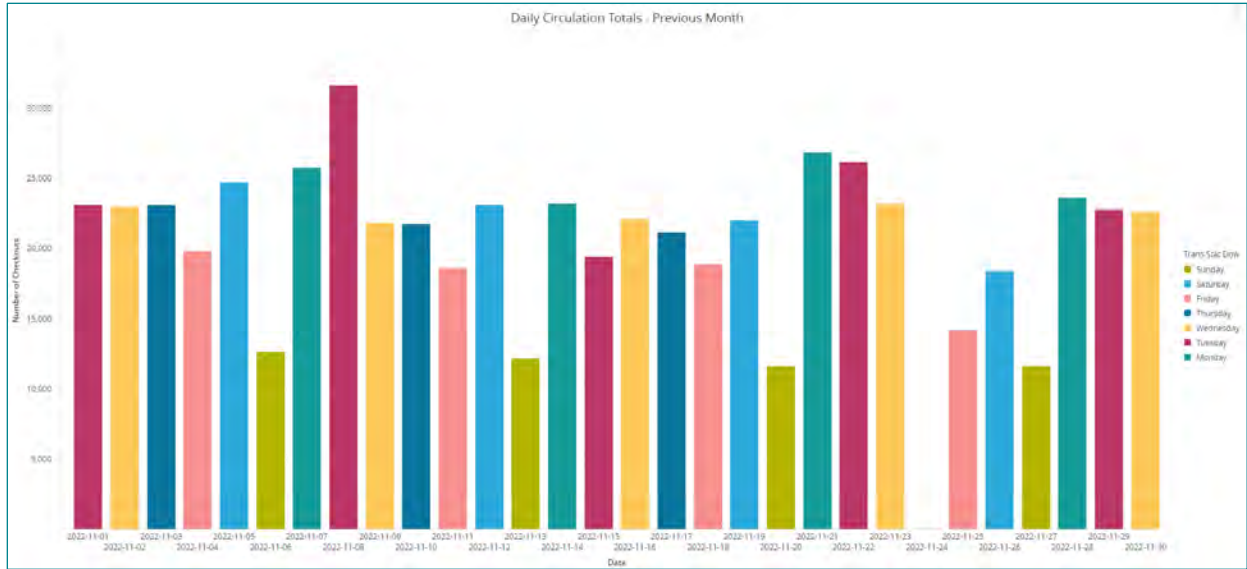
Unique titles (catalog keys) were tallied based on publication year. Missing or inaccurate publication dates represent a very small percentage of the database. Current title count is 1.4 million. Nearly 10% of collection has a publication year since 2020.

Catalog Pub Year(Group)	Number of Catalog Records	Percent to Total (Number of Catalog Records)
Total	1,429,956	100.00%
Unknown	35,281	2.47%
1950-1979	70,415	4.92%
1980-1989	76,218	5.33%
1990-1999	182,235	12.74%
2000-2009	394,319	27.58%
2010-2019	529,618	37.04%
2020-Current	141,870	9.92%

Circulation

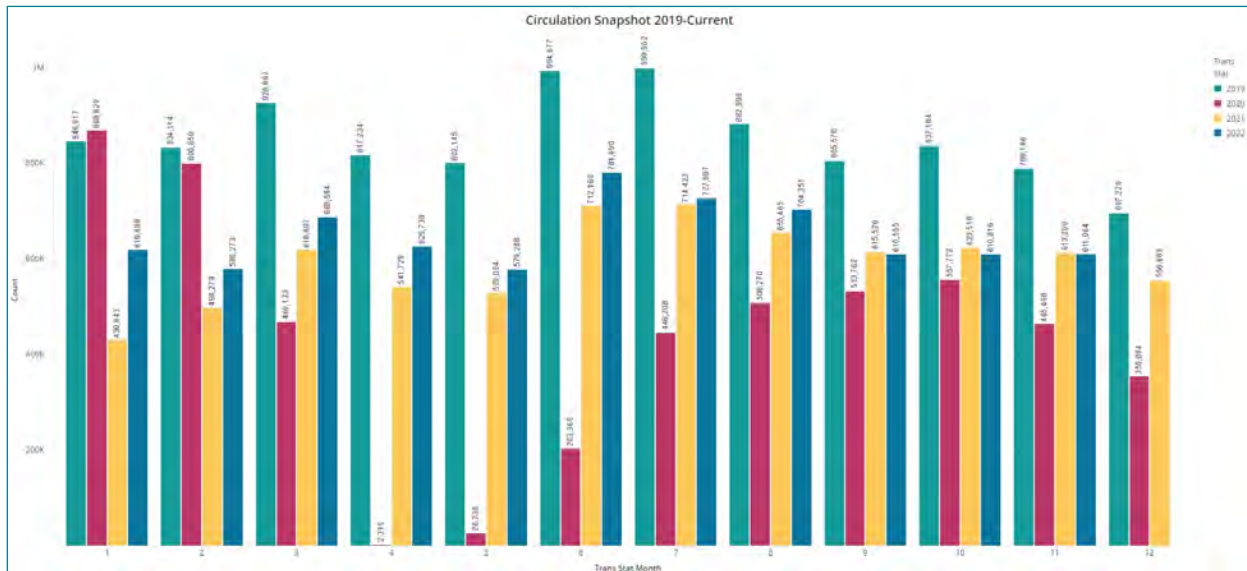
Circulation in prior month

November circulation illustrates the impact of the Thanksgiving holiday. Busiest days continue to be Mondays, followed by Tuesday. Of note is the spike on November 8, 2022 – election day. It appears people visit the library, likely to cast a vote in many cases, and check out some items while they are there.



Monthly total comparison since 2019

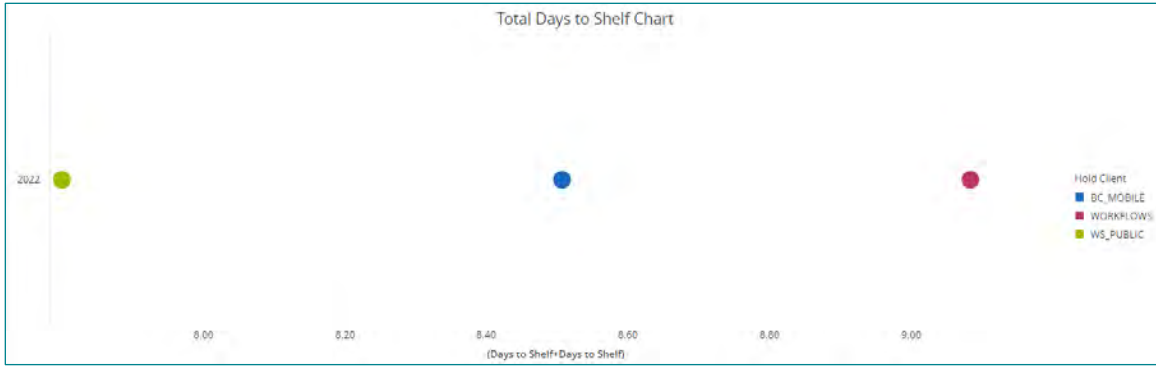
Again, November 2022 showed a slight decline in total checkouts compared to 2021. This trend has continued for the past three months, although summer checkouts exceeded 2021.



Holds

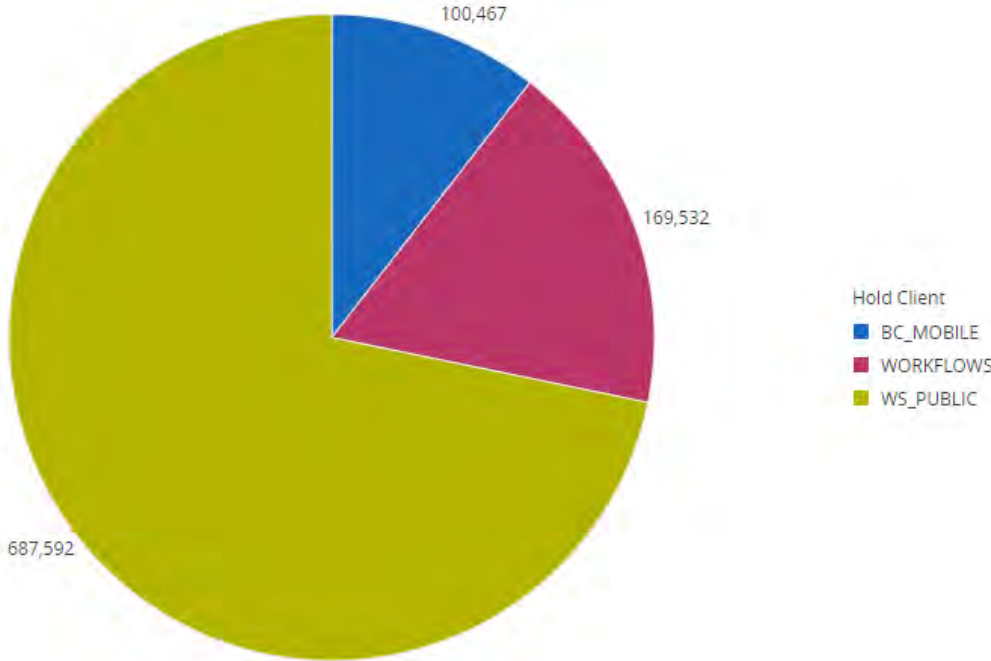
Time to Fill Analysis

Reviewing the past six months of holds placed and filled (6/1/22 – 11/30/22) we continue to see more efficient “time to fill” for holds placed in Aspen. Average of 7.8 days to fill a hold placed in Aspen (WS_PUBLIC) , versus 8.5 for BLUEcloud Mobile (BC_MOBILE) and 9.1 for WorkFlows.



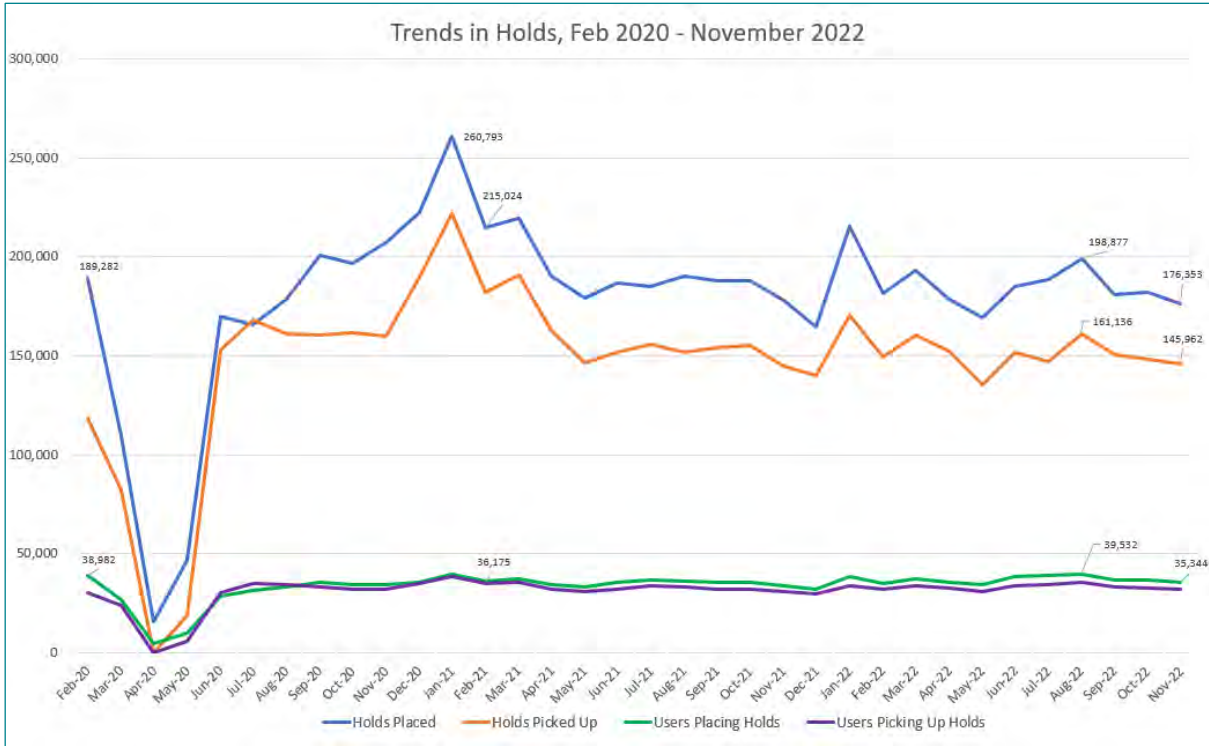
During the six-month period, 687,592 holds were placed and filled in Aspen, compared to 100,467 for BLUEcloud Mobile and 169,532 for WorkFlows. This represents a wait time savings for patrons of approximately 700,000 days every 6 months. Or per patrons placing holds (~35,000) a savings in wait time of nearly 3 weeks.

Holds Placed & Filled in Past 6 Months, by Hold Client



Holds Placement & Pick-up

Number of patrons placing holds remained steady at 35,344, with a slight seasonal and expected decline in the number of holds placed.

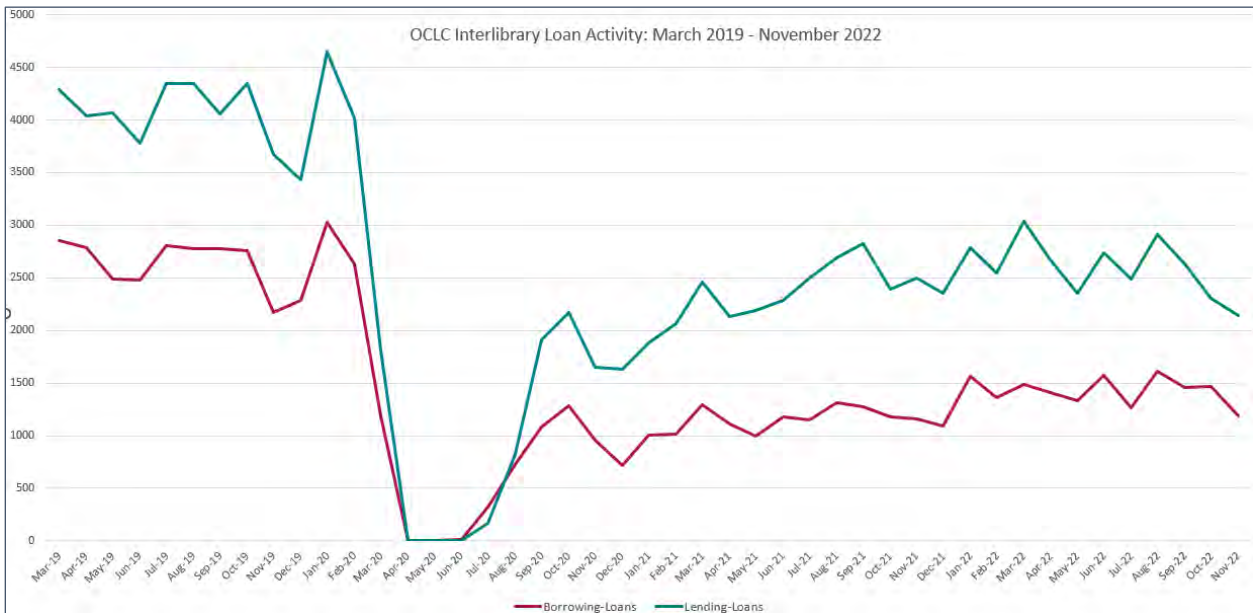


Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 102,289. Total reciprocal borrowing was 146,082 checkouts. Of those 27,511 or 19% were checkouts from non-SWAN patrons.

OCLC Worldwide Resource Sharing

Our combined OCLC interlibrary loan statistics show that SWAN continues to be a net lender, lending 1.8 items for each item borrowed.



Online Public Catalog - Aspen

Top 25 Searches in Aspen (November 2022)

- | | | |
|----------------------------|--------------------------|---------------------------------------|
| 1. colleen hoover | 10. it starts with us | 19. i'm glad my mom died |
| 2. it ends with us | 11. the boys from biloxi | 20. nintendo switch |
| 3. thanksgiving | 12. top gun maverick | 21. david baldacci |
| 4. christmas | 13. harry potter | 22. the light we carry |
| 5. lessons in chemistry | 14. pokemon | 23. winter |
| 6. where the crawdads sing | 15. god of war ragnarok | 24. yellowstone |
| 7. verity | 16. consumer reports | 25. the seven husbands of evelyn hugo |
| 8. diary of a wimpy kid | 17. demon copperhead | |
| 9. desert star | 18. mad honey | |

Results Pageviews in Aspen

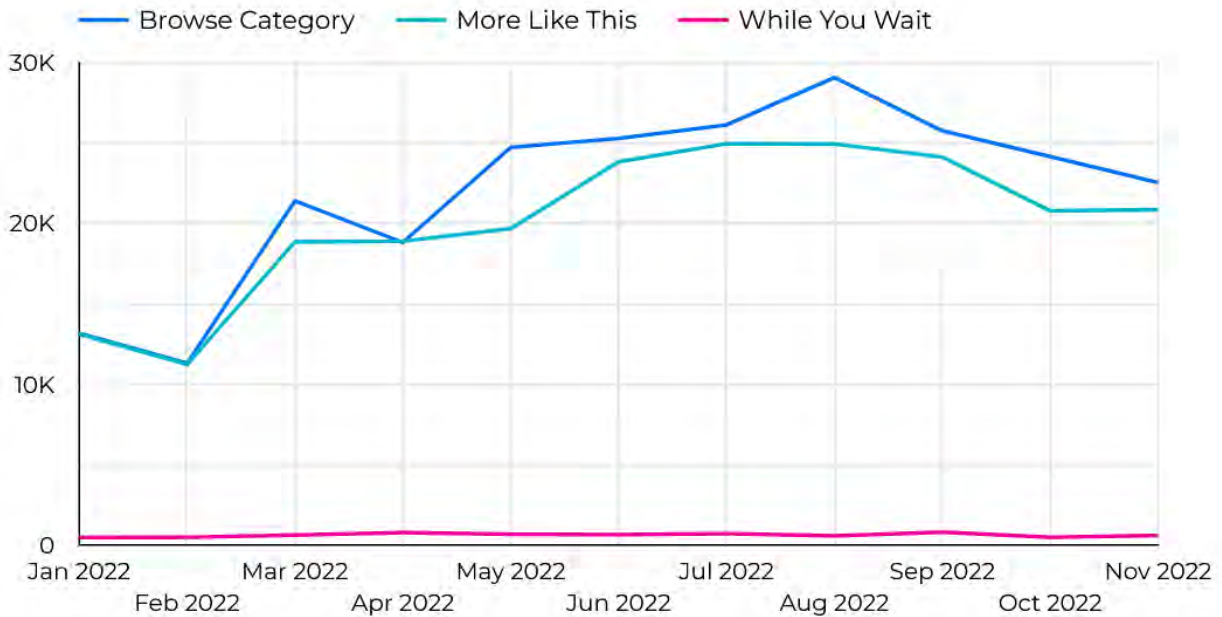
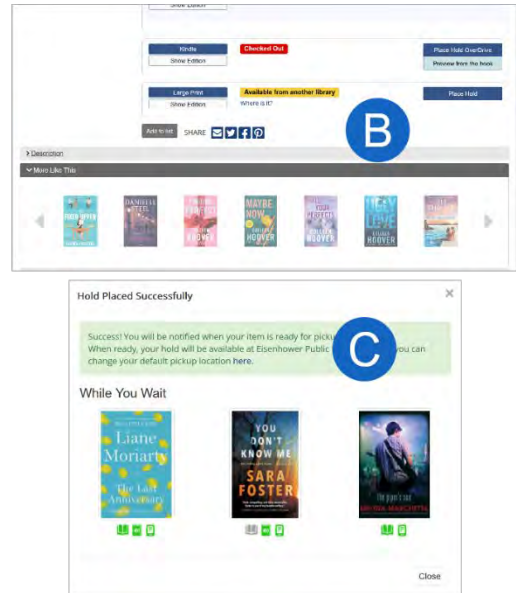
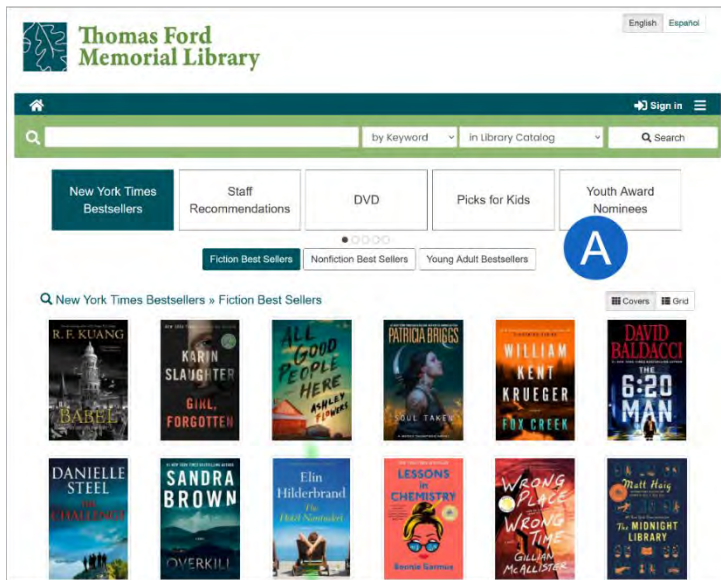
Searches in Aspen rose steadily as more libraries went live throughout the year (all libraries were live May 2022).



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.



SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

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

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

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

SYSTEM WIDE AUTOMATED NETWORK (SWAN)

EMPLOYEE HANDBOOK

~~Last Updated 4/26/2018~~

SWAN Board Meeting 12/16/2022

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INTRODUCTION

WELCOME

Welcome to the System Wide Area Network (SWAN)!

Created in 1974, SWAN (System Wide Automated Network) is a membership organization of 78 libraries in the suburban Chicago area that was designed to house their collections of books, music, movies, and data in a shared, collaborative environment. Member libraries use a shared online catalog to access to each other's collections and facilitate sharing across libraries. In addition to a vast combined collection of books, movies, and music of the public libraries and community colleges in the network, the catalog includes unique collections from the Brookfield Zoo and the Morton Arboretum.

We believe that each employee plays an important role in helping SWAN support our member libraries and contributes directly to our growth and success. We hope you will take pride in being a member of our team.

This handbook outlines the policies, programs, and benefits available to employees as well as some of the expectations we have of our employees. Please take the time to thoroughly review this handbook as it will answer many questions that you may have about employment.

We hope that your experience here will be fulfilling, enjoyable, and rewarding and wish you every future success!

INTRODUCTORY STATEMENT/EMPLOYMENT AT WILL

This handbook is designed to acquaint you with SWAN and provide you with information about working conditions, employee benefits and some of the policies affecting your employment. You are responsible for reading, understanding and complying with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by SWAN to benefit employees.

SWAN therefore reserves the right to revise, supplement, deviate from or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. SWAN will make an effort to notify you of such changes as they occur.

The employee handbook is not intended to create a contract of employment. Rather, it is simply intended to describe SWAN's policies and procedures, employee benefits, and general guidelines. Employment may be terminated, with or without cause, and with or without notice, at any time at the option of either the employee or SWAN. No representative of SWAN, other than the Board, has the authority to enter into any agreement for a specified period of time or to make any agreement contrary to the foregoing. Any such agreement must be by individual agreement, in writing, and signed by you and the Executive Director or President of the SWAN Board. No one has the authority to make any verbal statements of any kind, at any time, which are legally binding on behalf of SWAN or SWAN's Board.

Federal, state or local laws or regulations shall supersede these stated policies, until corrections can be published, in the following instances:

- If any of the policies are or become in conflict with federal, state or local laws or regulations.
- If any omissions or inclusions cause conflict with federal, state or local laws or regulations.
- If typographical or printer error should cause conflict with any federal, state or local laws or regulations.

Some of the subjects described herein are covered in detail in official policy documents, e.g., benefit plans. You should refer to these documents for specific information, since the handbook only briefly summarizes SWAN's policies, procedures and benefits.

Should there be any questions as to the interpretation of the policies or benefits listed in this guide; the final explanation and resolution will be at the sole and absolute discretion of SWAN's Board, subject to federal, state and local laws.

EQUAL EMPLOYMENT OPPORTUNITY

SWAN will provide equal opportunity to all employees and applicants for employment regardless of race, color, religion, age, sex, national origin, ancestry, disability (mental or physical), pregnancy, military status, marital status, order of protection status, genetic information, sexual orientation, transgender status, or any other category protected by law, all in accordance with applicable law. Such action shall include but is not limited to: initial consideration for employment; job placement and assignment of responsibilities; performance evaluation; promotion and advancement; compensation and fringe benefits; training and professional development opportunities; formulation and application of human resource policies and rules; facility and service accessibility; and discipline and termination.

Any employee who believes this policy has been violated should report the situation to a SWAN supervisor or the Executive Director. All such matters will be thoroughly investigated and rectified if a policy violation is identified. Please refer to the policy governing sexual and other types of harassment for more detailed information concerning SWAN's investigative procedures.

SWAN strongly encourages use of this policy if necessary and assures its employees that they need fear no reprisals for bringing forth a good faith claim, regardless of the results of any investigation.

BENEFITS AND SERVICES

EMPLOYEE BENEFITS

Eligible employees of SWAN are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification.

The actual plan documents, which are available by making a written request to SWAN's Executive Director, are the final authority in all matters relating to benefits described in this Handbook and will govern in the event of any conflict. Additionally, SWAN reserves the right to change or eliminate any benefits at any time in accordance with applicable law.

INSURANCE

SWAN offers health insurance benefits to employees who work 30 or more hours per week, beginning on the 1st of the month following the employee's start date. SWAN will pay a portion of the premium for full-time employees and may pay a portion for family coverage for full-time employees as set by the SWAN Board. Should an employee choose to participate in the plan, the employee's portion of the premium will automatically be deducted from the employee's paycheck. Specific enrollment and plan information will be provided when an employee becomes eligible to participate. A plan description which explains coverage of the benefits in greater detail is also available.

SWAN also offers dental, vision, life and disability insurance. Plan descriptions explaining coverage in more detail are available.

SWAN provides a 401a retirement plan to employees who work 30 hours or more per week. A plan description which explains coverage of the benefits in more detail is available. An optional 457(b) plan and Roth IRA plan are also offered to all employees.

For a copy of any of the plan descriptions or if you have any questions regarding these benefits, please see Human Resources.

INSURANCE BENEFITS FOR RETIREES

Employees who are enrolled in SWAN's group health plan and resign for any reason at age 59.5 or older, may purchase insurance benefits through SWAN's insurance plan until the retiree has other group health insurance coverage, whether public or private, available to him or her or until the retiree becomes eligible for Medicare. All costs for the benefits are born by the retiring employee and will also include an administrative fee. This policy is subject to availability of retiree coverage as allowed by the health insurance provider. At the time of retirement, participation in the plan is continuous; no retiree can exit the plan and join at a later date.

Specific enrollment and plan information will be provided when an employee becomes eligible to participate. A plan description which explains coverage of the benefits in greater detail is also available. Questions regarding this policy should be addressed to Human Resources.

RETIREMENT GIFT POLICY

Retiring employees will typically be honored by the SWAN Board with a gift. The Executive Director upon retirement may be fêted with a public reception to be held in a location to be determined. Long term employees upon retirement will typically have a staff reception held in their honor. SWAN will purchase and provide refreshments for the reception.

Year of Service at Retirement	Price Range
5 years	\$25.00
10 years	\$50.00
15 years	\$75.00
20 years	\$100.00
25 years	\$150.00
30 years	\$200.00

Employees will typically receive a Visa gift card at the price range that has been established for the terminal year of service.

TUITION BENEFIT

SWAN believes that dollars spent on approved programs of study which increase an employee's value to our member libraries and overall job performance are dollars well spent. Because of this belief, SWAN encourages employees to further their education and training in work-related areas and may provide employees with the financial support to do so.

Eligibility

Education assistance is available to assist any employee who has been with SWAN for at least 3 months and is considered by his/her supervisor to have a satisfactory performance rating.

Courses must specifically be related to the employee's current position or to the employee's career development with SWAN. Courses must have the approval of the Executive Director *prior* to class enrollment in order to qualify for reimbursement.

Employees wishing to pursue degree or certificate programs will be considered on a case-by-case basis, taking into consideration alignment with individual objectives and SWAN need.

Reimbursement

The maximum reimbursement that will be made to an individual employee is \$1,000 per calendar year. SWAN will reimburse employees for the actual cost of the coursework, textbooks, and any applicable laboratory fees. A satisfactory grade of B or higher must be received in the course in order for it to be eligible for reimbursement. Reimbursement will be provided upon receipt of a paid tuition bill and official grade report. Requests for reimbursement must be completed within 60 days of course completion.

Employees eligible for reimbursement from any other source (e.g., a government-sponsored program or a scholarship) may seek assistance under our educational assistance program but are reimbursed only for the difference between the amount received from the other funding source and the actual course cost. Total aid from SWAN and other sources may not exceed 100% of the allowable tuition and fees.

Tax consequences (if any) as a result of company reimbursement under this plan are the sole responsibility of the employee. Taxable earnings (if applicable) may be added to overall earnings and reflected on an employee's W-2.

The SWAN Board will allocate funds in the annual appropriation to cover the reimbursement of anticipated tuition costs. The Executive Director will not authorize any activity under this section for which funds are not available.

SWAN expects employees utilizing tuition reimbursement funds to remain with the organization for at least six months following the completion of a course. Employees who fail to remain with SWAN for that time period shall be obligated to reimburse the organization for all of the tuition benefits received during the prior 6 months.

WELLNESS BENEFIT

As a benefit to all employees, SWAN will reimburse up to \$35 per month/\$420 per year for wellness-related activities. This benefit will be considered taxable income and paid via the payroll process. Wellness-related activities are those that result in a direct physical, nutritional, or other health-related benefit.

Examples include:

- Gym or fitness club membership
- Fitness classes, such as Zumba, yoga, Pilates, CrossFit, cardio kickboxing, spin, and run clubs
- Registration for activities such as runs, fitness workshops, and triathlons
- Flu shots and health screenings
- Smoking cessation programs
- Nutrition programs, nutrition counseling, or nutrition consultations

If you are unsure whether your activity qualifies or have questions about this policy, please speak to Human Resources or the Executive Director. When the employee has finished the event or activity, documentation must be provided along with a completed expense form. Acceptable documentation includes payment receipt and/or attendance forms. This documentation should be signed by the Executive Director. Reimbursement will then be provided to the employee in check form.

HOLIDAYS

SWAN recognizes the following holidays and will be closed:

1. New Year's Day
2. Martin Luther King Day/President's Day
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving
7. Friday after Thanksgiving
8. Christmas Eve
9. Christmas Day
10. New Year's Eve Day

When one of the above holidays falls on a Saturday, SWAN will be closed on the preceding Friday, and eligible employees will be paid for the holiday. If a holiday falls on a Sunday, SWAN will be closed on the following Monday, and eligible employees will be paid for the holiday. Martin Luther King Day and President's Day will be limited floating holiday. Department managers will coordinate with employees on the days off, which will be Martin Luther King Day or President's Day, but not both.

The following conditions apply to SWAN's holiday pay policy:

- Holiday pay **will not** be considered as time worked for the purpose of overtime calculations.
- Employees regularly scheduled to work at least 20 hours per week on a consistent basis are entitled to receive holiday pay of 7.5 hours for each holiday.
- Holiday pay is computed at an individual employee's base rate of pay.
- Holidays will not be paid to employees on any type of unpaid leave.
- Holidays falling within an approved scheduled vacation will be recorded as holiday pay.

VACATION

Because SWAN recognizes the importance of vacation time in providing the opportunity for rest, recreation, and personal activities, SWAN grants annual, paid vacations. The amount of vacation to which employees are entitled depends on their length of service as of their anniversary date. Part-time employees who work at least 20 hours per week on a consistent basis are eligible for pro-rated paid vacation, depending on the number of hours worked per week. For example, an employee who works 3 days per week is eligible for 3/5 of what a full-time employee is entitled to (i.e., 10 days x 3/5 = 6 days).

Vacation is accrued on a bi-weekly basis. Vacation time will not accrue during any unpaid leave of absence of 10 days or more.

Eligibility for vacation for full-time employees is as follows:

0 – less than 10 years of service	20 days per year
More than 10 years of services	25 days per year

Vacation Scheduling

Vacation time may be taken in half-hour increments. It is each employee's responsibility to schedule and take all earned vacation. Employees must receive the permission of their supervisor prior to scheduling and taking vacation days. When approving vacation time, supervisors will consider the needs of SWAN as well as the need to provide employees the opportunity to use vacation time. Vacation time will be granted in the order requested with consideration of fairness to all employees in a department.

The maximum amount of vacation time that can be held by an employee is the equivalent of 5 days over their total annual accrual. Time accrued beyond the maximum will be lost if not taken by the end of the month. Any exceptions must be approved by the Executive Director.

Upon termination of employment, employees will be paid for vacation benefits that have been earned through the employee's final pay period, but not yet taken.

PERSONAL TIME

All full-time employees are eligible for three (3) personal days each year. All part-time employees who work at least 20 hours per week on a consistent basis are eligible for one and one-half (1.5) personal days.

Personal days are awarded at the start of each fiscal year and they must be used by the end of the fiscal year in which they are received. Unused personal time will not be paid out upon termination.

The personal day benefit will be subject to the following additional rules:

1. To receive payment for personal time, an employee must notify the supervisor prior to the day of absence, if possible, or satisfy the notification procedure set forth in the Attendance Policy.

2. If personal days are to be used the day before or after a paid holiday or to extend vacations or weekends, this type of scheduling will require advanced notice to the employee's supervisor, to ensure departmental coverage.
3. Personal time may be taken in half-hour increments.

SICK LEAVE

Paid sick leave is provided to all ~~regular employees, who work at least 20 hours per week on a consistent basis~~. Sick leave is provided for the exclusive purpose of allowing employees to take time off for medical reasons. An employee may use personal sick leave benefits provided by the employer for absences due to an illness, injury, or medical appointment of the employee's child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or step-parent, for reasonable periods of time as the employee's attendance may be necessary, on the same terms upon which the employee is able to use sick leave benefits for the employee's own illness or injury. Sick leave may be taken in half-hour increments. Taking sick leave under false pretenses is a violation of trust that is subject to disciplinary action, up to and including dismissal.

Sick leave accrual

~~Full-time employees~~ Employees receive one sick day per month accrued on a bi-monthly basis. Part-time employees ~~who work at least 20 hours per week on a consistent basis~~ earn a pro-rated amount according to their number of regularly scheduled hours per week. For example, an employee who works 3 days per week is eligible for 3/5 of what a full-time employee is entitled to (i.e., 12 days per year x 3/5 = 7.2 days).

Employees may accrue a maximum of 90 days of sick leave (675 hours). Sick leave will not be paid out upon employment termination.

Notice of absence

Employees who know in advance that they will be absent for health reasons must give their supervisor advance notice, including the probable start date and duration of the absence. If a sudden illness makes it impossible for an employee to request sick leave before the workday begins, the employee should notify the supervisor within one hour of the scheduled start time. (Please see the Attendance Policy for more information).

Proof of need for absence

When an employee is absent on sick leave SWAN may require a note from a health care practitioner certifying that the employee was unable to work for health reasons and, when applicable, a note that the employee is fit to return to duty. Failure to provide appropriate documentation may result in the time off being unpaid and/or disciplinary action.

Confidentiality of medical information

All information about an employee's medical condition is confidential and will be kept in separate files by SWAN's Executive Director. When an employee is absent for medical reasons, the employee's regular personnel file contains only the dates of the medical absence, not the medical reason(s) for the absence.

GENERAL LEAVE OF ABSENCE

Occasionally, for personal or other reasons, you may need to apply for an unpaid personal leave of absence when you do not qualify for a leave under another SWAN's policy. Under these circumstances, you may qualify for a leave of absence. This leave of absence is typically granted for a maximum of 30 calendar days.

You must apply in writing for this leave of absence and submit your request to the Executive Director. Your request should include the reason for the leave, the date on which you wish the leave to begin, the date on which you will return to active employment with SWAN and any documentation supporting your need for leave. The granting of a leave of absence, and the terms and conditions surrounding the leave of absence, are at the sole discretion of SWAN. While SWAN will make every effort to reinstate the employee to his/her previous position, there are no guarantees.

Requests for an extension of a general leave of absence should be submitted in writing to the Executive Director for re-evaluation. Failure to return from a leave of absence at the time agreed upon will normally result in immediate termination of employment.

PERSONAL PAID LEAVE OF ABSENCE

Occasionally, for personal or other reasons, you may need to apply for a paid personal leave of absence when you do not qualify for a leave under another of SWAN's policies. Under these circumstances, you may qualify for a paid leave of absence. This leave may be granted for a maximum of up to 20 work days. Employees must be employed for at least 6 months prior to the requested leave. No holiday pay will be given for a holiday that falls within a personal leave of absence.

You must apply in writing for this leave of absence and submit your request to the Executive Director. Your request should set forth the reason for the leave, the date on which you wish the leave to begin and the date on which you will return to active employment with the organization. The granting of a leave of absence, and the terms and conditions surrounding the leave of absence, are at the sole discretion of the organization.

Under this policy, all employees are eligible for up to 20 work days of paid leave, exempt or non-exempt. However, regardless of what policy leave is taken under (bereavement, sick, vacation, etc.), leave shall not exceed 12 weeks per 12 months period. SWAN cannot guarantee a staff's position will be held after 12 weeks.

You must apply in writing for this personal paid leave of absence and submit your request to the Executive Director at least 60 days in advance (or as much notice as practicable if the leave is not foreseeable). Your request should include the reason for the leave, the date on which you wish or believe the leave will begin, the date on which you expect to return to active employment and any documentation supporting your need for leave. Each case is considered on its own merits.

If you are granted a personal leave, your service will remain unbroken, if you return within the period of authorized leave. You may continue your group insurance (and dependent insurance) as provided by local, state and federal laws. Generally, SWAN will continue to pay its portion of the cost of the employee's benefits while an employee is on personal paid leave of absence. An employee must continue to pay their portion of the benefits (i.e. medical, dental, vision, etc.) through payroll deduction, when applicable, or by check or money order made payable to SWAN. Contribution payments must be submitted by the first of the month in which coverage is effective. Failure to make payments for more than 30 days may result in termination of coverage(s).

PARENTAL LEAVE

All employees of SWAN are eligible for parental leave. This leave is available for the birth of any employee's own child or the placement of a child with the employee in connection with adoption or foster care.

Under this policy, all employees are eligible for up to four (4) weeks of paid parental leave. All leave under this policy must be taken consecutively and during the child's first year with the employee. These 4 weeks of paid parental leave could be used before any accrued vacation or sick benefits. However, regardless of what policy leave is taken under (sick, vacation, etc.), leave related to the birth of a child or placement of the child with the employee in connection with adoption or foster care shall not exceed 12 weeks per 12 months period. SWAN cannot guarantee a staff's position will be held after 12 weeks.

You must apply in writing for this leave of absence and submit your request to your supervisor at least 60 days in advance (or as much notice as practicable if the leave is not foreseeable). Your request should include the reason for the leave, the date on which you wish or believe the leave will begin, the date on which you expect to return to active employment and any documentation supporting your need for leave.

Generally, SWAN will continue to pay its portion of the cost of the employee's benefits while an employee is on parental leave. An employee must continue to pay their portion of the benefits (i.e. medical, dental, vision, etc.) through payroll deduction, when applicable, or by check or money order made payable to SWAN. Contribution payments must be submitted by the first of the month in which coverage is effective. Failure to make payments for more than 30 days may result in termination of coverage(s).

FUNERAL/BEREAVEMENT LEAVE

SWAN recognizes the importance of family and the difficulties an employee faces following the loss of a loved one. For that reason, SWAN grants its employees paid bereavement leave in accordance with the following provisions.

If a member of an employee's "immediate family" dies, an employee may take up to five regularly scheduled work days of paid bereavement leave. "Immediate family" includes the employee's parent,

spouse, child, domestic partner, brother, sister, grandparent, or grandchild, mother/father in-law, brother/sister in-law or daughter/son in-law. Step-relatives and relatives by adoption are included on the same basis as blood relatives. Employees are also eligible to take an additional unpaid week of bereavement for the death of a child or step-child.

Additional time or unpaid leave for persons not covered in the definition of “immediate family” may be allowed in some circumstances at the discretion of the Executive Director. Proof of the need for the leave may be required.

JURY DUTY

Employees shall be given paid time off for jury duty. Any employee summoned for jury duty should provide his/her supervisor with as much notice as possible (typically no less than 15 days prior to when jury duty is scheduled to begin or the date the employee is required to call to see if he/she must appear). Employees requesting and/or returning from jury duty leave will be required to provide verification of jury duty service.

MILITARY LEAVE

Leaves of absence without pay for military or reserve duty are granted to all employees of SWAN. Employees called to active military duty or to reserve or National Guard training, or volunteering for the same, should submit copies of their military orders to their supervisor as soon as practicable. Employees will be granted a military leave of absence for the period of military service in accordance with applicable federal and state laws. Employees who are reservists or members of the National Guard are granted time off for required military training. Their eligibility for reinstatement after the completion of their military duty and/or training and benefit continuation/eligibility issues are determined in accordance with applicable federal and state laws. Employees may elect, but are not required, to use any vacation entitlement for the absence.

VICTIMS' ECONOMIC SECURITY AND SAFETY ACT (VESSA)

STATEMENT OF POLICY

Eligible employees may use unpaid victims' economic and security and safety leave for up to 8 weeks in a 12-month period for any one or more of the following reasons:

- A. Seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic or sexual violence to the employee or the employee's family or household member; or
- B. Obtaining services from a victim services organization for the employee or the employee's family or household member; or
- C. Obtaining psychological or other counseling for the employee or the employee's family or household member; or
- D. Participating in safety planning, temporarily or permanently relocating, or taking other actions to increase the safety of the employee or the employee's family or household member from future domestic or sexual violence or ensuring economic security; or
- E. Seeking legal assistance or remedies to ensure the health and safety of the employee or the employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

DEFINITIONS

- A. "12-Month Period" - means a rolling 12-month period measured forward from the date leave is taken and continuous with each additional leave day taken.
- B. "Family or Household Member" – means a spouse, parent, son, daughter, other person related by blood or by present or prior marriage, other person who shares a relationship through a son or daughter, and persons jointly residing in the same household;

- C. "Parent"- means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a child.
- D. "Son or Daughter" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age, or is 18 years of age or older and incapable of self-care because of a mental or physical disability.
- E. "Domestic or Sexual Violence" - means domestic violence, sexual assault, or stalking.

COVERAGE AND ELIGIBILITY

Both full and part-time employees are eligible to apply for this leave.

INTERMITTENT OR REDUCED LEAVE

An employee may take leave intermittently (a few days or a few hours at a time) or on a reduced leave schedule.

SUBSTITUTION OF TIME OFF

An employee may elect to substitute accrued paid vacation, sick or personal time or any other applicable paid time off for any part of victims' economic security and safety leave. Such substitution will not extend the employee's total allotment of time off under this policy.

NOTICE REQUIREMENT

An employee is required to give 48 hours' notice to SWAN in the event of a foreseeable leave. In unexpected or unforeseeable situations, an employee should provide as much notice as is practicable, usually verbal notice within one or two business days of when the need for leave becomes known.

CERTIFICATION

- A. For leaves taken pursuant to this policy, the employee may be required to submit a certification demonstrating the need for the leave. The certification must be provided by the employee as soon as reasonably possible, but in most cases, within 15 days after request.
- B. The certification requirement may be satisfied by the submission of a sworn statement from the employee and one of the following:
 - Documentation from a victim services organization, attorney, clergy, or medical or other professional from whom the employee or the family/household member has sought assistance from in addressing domestic or sexual violence and/or its effects;
 - A police or court record; or
 - Other corroborating evidence.
- C. All documentation related to the employee's need for the leave pursuant to this policy will be held in strict confidence and will only be disclosed as required/permitted by law.

EFFECT ON BENEFITS

During an approved VESSA leave, SWAN will maintain your health, disability, and life benefits, as if you continued to be actively employed. If paid leave is substituted for unpaid VESSA leave, SWAN will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium during the leave. Your group health care coverage may cease if your premium payment is more than 30 days late. If you do not return to work at the end of the leave period, you may be required to reimburse SWAN for the cost of the premiums paid by SWAN for maintaining coverage during your unpaid leave, unless you cannot return to work because of the continuation, recurrence, or onset of domestic or sexual violence or other circumstances beyond your control.

JOB PROTECTION

If you wish to return to work at the expiration of your leave, you are entitled to return to your same position or to an equivalent position with equal pay, benefits and other terms and conditions of employment. If you take leave because of your own medical condition, you are required to provide medical certification that you are fit to resume work. You may obtain return to Work Medical Certification forms from Human Resources. Employees failing to provide the Return to Work Medical Certification Form will not be permitted to resume work until it is provided.

REASONABLE ACCOMMODATIONS

SWAN supports the Victims' Economic Security and Safety Act and will attempt to provide reasonable accommodations for people who are entitled to protection under this Act in a timely fashion, unless such accommodations would present an undue hardship for SWAN.

Reasonable accommodation applies to applicants and employees and may include adjustment to a job structure, workplace facility, or work requirement, transfer, reassignment, or modified schedule, leave, a changed telephone number or seating assignment, installation of a lock, implementation of a safety procedure or assistance in documenting domestic or sexual violence that occurs at the workplace or in work-related settings, in response to actual or threatened domestic or sexual violence.

A qualified individual is an individual who, but for being a victim of domestic or sexual violence or with a family or household member who is a victim of domestic or sexual violence, can perform the essential functions of the employment position that such individual holds or desires.

Should you wish to request a reasonable accommodation pursuant to this policy, you should contact Human Resources.

VOTING TIME

An employee may be permitted two hours of paid leave for the purpose of voting in a state or national election if the employee's working hours begin less than two hours after the opening of the polls **AND** end less than two hours before the closing of the polls. If you need to take time off to vote, you should notify your supervisor of your plans no later than the day before the election. Your supervisor will notify you of the two-hour block of time assigned to you for voting purposes. Proof of attendance at the polls may be required.

MEMBERSHIPS AND DUES

SWAN will pay for the membership of employees in professional associations related to their jobs. If you are interested in taking advantage of this benefit, please speak with your supervisor. Membership will be approved based on available funds.

EMPLOYMENT CLASSIFICATIONS

It is the intent of SWAN to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship, at will, at any time is retained by both the employee and SWAN.

Each employee is designated as either NON-EXEMPT or EXEMPT according to the Fair Labor Standards Act. NON-EXEMPT employees are entitled to overtime pay and are under the specific provisions of federal and state wage and hour laws. EXEMPT employees are not entitled to overtime pay and are excluded from specific provisions of federal and state wage and hour laws.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are regularly scheduled to work a minimum of 30 hours per week or more. Generally, they are eligible for SWAN's benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who work an average of less than 30 hours per week on a regular, authorized pre-arranged basis. They are eligible for some of SWAN's benefit package, in addition to those required by law, subject to the terms, conditions and limitations of the individual benefit program.

TEMPORARY employees are those who work over a designated, predetermined period of time, usually not to exceed six months. Temporary employees are not eligible for any of SWAN's benefit package except those required by law.

PAY PERIODS AND PROCEDURES

Employees are paid bi-weekly, every other Friday, and the pay period begins on Sunday and ends on Saturday. If a payday falls on a weekend or holiday, payday will be on the last prior workday. Direct deposit of funds is recommended, and employees are encouraged to receive payment via this option.

All employees must complete weekly time sheets. The time sheet is an employee's time record and it is important that it is filled out correctly as it is the basis of the employee's pay record. Falsification of this record or failure to accurately and/or timely complete the record will subject an employee to severe discipline up to and including discharge.

SWAN takes all reasonable steps to assure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there

is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Office Manager, so that corrections can be made as quickly as possible. Once legitimate underpayments are identified, they will be corrected in the next regular paycheck. Overpayments will also be corrected in the next regular paycheck unless this presents a burden to the employee (where there is a substantial amount owed). In that case, SWAN will attempt to arrange a schedule of repayments with the employee to minimize the inconvenience to all involved.

PAY DEDUCTIONS

It is the policy of SWAN not to take any improper pay deductions that would be in violation of the Fair Labor Standards Act, its regulations (specifically Section 541.602(a)) or relevant state law or local ordinance.

Employees who believe their pay has been improperly deducted should report such improper deduction immediately to the Office manager. The complaint will be promptly investigated, and the results of the investigation will be reported to the complaining employee. If the employee is unsatisfied with the findings of the investigation, the employee may appeal the decision to the Executive Director.

Any employee whose pay is improperly deducted shall be reimbursed for such improper deduction no later than the next pay period after the improper deduction is communicated to management.

OVERTIME

Every effort is made to allocate overtime work fairly and in the best interest of everyone. When overtime is necessary, employees will be notified as far in advance as possible. Employees are expected to work overtime if additional work effort is required to serve our members. Non-exempt employees must have the Executive Director's authorization prior to working overtime. Working unauthorized overtime is prohibited and may be disciplined up to and including termination.

Overtime is paid only after a non-exempt employee has worked more than forty (40) hours during the work week. Paid time off (including but not limited to vacation, sick time, personal days, holidays, bereavement, etc.) do not count as hours worked for purposes of overtime. All overtime is paid at one and one-half the employee's regular hourly rate.

ON-CALL

Purpose

The implementation of this policy is to accomplish the following:

- To ensure employees understand the on-call policy and that on-call compensation will only be awarded consistent with this policy.

Applicability

This policy applies to non-exempt employees only.

Statement of Policy

SWAN employees may be required to serve on-call to provide necessary services to members such as LLSAP services. On-call pay will be awarded to employees who are called back to work outside their normal work schedules consistent with this policy.

Definitions

1. On-call duty is defined as an unscheduled request by a supervisor or other appropriate SWAN management team member for an employee to return to work for emergency purposes outside of his/her regular work schedule.
2. An employee is considered on-call when the employee is assigned on-call duty and is available to report back to his/her assigned work station within 60 minutes. On-call duties may include travelling to the worksite and/or when an employee performs duties such as answering questions, consulting with a supervisor, or any other on-call related matters.

Policy

It is the responsibility of each employee assigned on-call duty to:

1. Provide a current telephone number where he/she may be reached when the employee is assigned to the on-call schedule.
2. Remain near a telephone and notifies his/her supervisor of the telephone number where he/she may be reached or paged. (The employee is free to move about as he/she pleases).
3. Make a verbal response to the call within a maximum response time of 30 minutes to confirm that the employee has received the call/page and will report for duty.
4. Be available and ready to return to his/her workstation (or other location as requested) within 60 minutes of receiving a call. When the employee returns to duty, the employee shall complete the required documentation.
5. Comply with all SWAN policies, including Illegal Drugs and Alcohol in the Workplace. Employees who fail to comply with any SWAN policies will be disciplined, up to and including termination of employment.

Eligibility for Compensation

Non-exempt employees who serve in an on-call capacity as outlined above are eligible for compensation as follows:

1. Employees shall receive one hour's pay at straight time for eight hours of on call time.
2. An employee who is called back to work outside his or her normal work schedule will be paid for the time worked.
3. If an employee is called back to work, he or she will be paid for travel time. If an on-call employee is not called back, no travel pay will be earned.

4. Overtime compensation is only applicable when total hours worked exceed 40 hours in a workweek.

Compliance with On-Call Policy

It is imperative that employees comply with the policy and procedures outlined herein. Depending on the nature of the problem, failure to respond to emergency calls could result in poor service to SWAN members. Any employee who is, or becomes, unable to meet his/her on-call obligation shall immediately notify the supervisor.

The supervisor must approve any changes to the approved "on-call" schedule. Employees who fail to meet their "on-call" obligations are subject to disciplinary action.

Failure to respond to a telephone call and/or refusal to report for duty when called during the period an employee is designated for on-call duty may result in disciplinary action, up to and including dismissal.

PERFORMANCE REVIEWS/SALARY ADJUSTMENTS

Performance reviews are normally conducted on a yearly basis or more frequently if recommended by the employee's supervisor. They are designed to provide communication between the employee and supervisor on the employee's job performance. The review also serves as an objective basis for salary adjustment recommendations. However, a salary adjustment does not necessarily result from a performance review. Salary adjustments will be approved by the Executive Director and normally take place in conjunction with SWAN's fiscal year, which begins July 1.

SENIORITY

SWAN values the service of our employees by recognizing seniority for certain benefits, service awards and employment decisions. The following guidelines have been created to provide consistency in the establishment and use of seniority.

Calculating Seniority

- Seniority starts with the date of hire as a regular employee and continues to accrue until employment is terminated. If employment is terminated and the employee is rehired at a later date, the employee will retain the seniority earned at the time of termination. Temporary employment is not recognized in calculating seniority.
- Seniority continues to accrue during paid leaves of absence.
- For SWAN staff hired on July 1, 2012, service as an employee of the Reaching Across Illinois Library System, the Metropolitan Library System, and the Suburban Library System will be counted toward SWAN seniority.

Employee Guidelines

SEXUAL AND OTHER FORMS OF HARASSMENT

SWAN is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, SWAN will not tolerate harassment of SWAN employees by anyone, including any supervisor, co-worker, vendor, patron, contractor, or other regular visitor of SWAN.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status such as race, color, religion, age, sex, pregnancy, national origin, ancestry, disability (mental or physical), military status, marital status, order of protection status, genetic information, sexual orientation, transgender status, and any other category protected by law. SWAN will not tolerate harassing conduct that affects tangible job benefits, interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile or offensive working environment.

The conduct forbidden by this policy specifically includes but is not limited to: (a) epithets, slurs, negative stereotypes or intimidating acts that are based on a person's protected status; and (b) written or graphic material circulated within or posted within the workplace that shows hostility toward a person because of protected status.

"Sexual harassment" consists of unwelcome sexual advances; requests for sexual favors; and other verbal or physical conduct of a sexual nature when made by any employee to another employee where:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment;
2. Submission to or rejection of such conduct is used as the basis for any employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment, as defined above, may include, but is not limited to:

1. Uninvited sex-oriented verbal "kidding" or demeaning sexual innuendoes, leers, gestures, teasing, sexually explicit or obscene jokes, remarks or questions of a sexual nature;
2. Graphic or suggestive comments about an individual's dress or body;
3. Displaying sexually explicit objects, photographs or drawings;
4. Unwelcome touching, such as patting, pinching or constant brushing against another's body; or
5. Suggesting or demanding sexual involvement of another employee whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

Keep in mind that an employee may complain about harassment if the employee is subjected to consensual behavior between two or more other employees.

All SWAN employees are responsible to help assure that SWAN avoids harassment. An employee who believes that he or she has been subjected to sexual or other types of harassment or who has witnessed harassment should immediately submit a complaint to the Executive Director. If you are uncomfortable speaking with the Executive Director, then the complaint shall be submitted to the President of the SWAN Board. All complaints shall be investigated in accordance with the procedures contained herein.

SWAN shall promptly and thoroughly investigate all complaints. Reporting harassment or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any employee who retaliates against another for exercising their rights under this policy shall be subject to discipline up to and including discharge. The rights to confidentiality, both of the complainant and of the accused, will be respected consistent with SWAN's legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

A substantiated charge against an employee will subject the employee to disciplinary action up to and including discharge.

Retaliation Prohibited

Reporting harassment or discrimination or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any form of retaliation against an employee who reports harassment or discrimination or participates in an investigation is strictly prohibited by the Illinois Human Rights Act, the Illinois State Officials and Employees Act, the Illinois Whistleblower Act, Title VII of the Civil Rights Act of 1964, and Company policy. Any employee who retaliates against another for exercising his or her rights under this policy shall be subject to discipline, up to and including termination.

Resolution Outside Company

The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an employee has the right to contact the Illinois Department of Human Rights (IDHR) or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. An IDHR complaint must be filed within 180 days of the alleged incident(s) unless it is a continuing offense. A complaint with the EEOC must be filed within 300 days.

Contact Information:

Illinois Department of Human Rights (IDHR)

- Chicago: 312-814-6200 or 800-662-3942; TTY: 866-740-3953
- Springfield: 217-785-5100; TTY: 866-740-3953
- Marion: 618-993-7463; TTY: 866-740-3953

Illinois Human Rights Commission (IHRC)

- Chicago: 312-814-6269; TTY: 312-814-4760
- Springfield: 217-785-4350; TTY: 217-557-1500

United States Equal Employment Opportunity Commission (EEOC)

- Chicago: 800-669-4000; TTY: 800-869-8001

REASONABLE ACCOMMODATIONS

SWAN supports the Illinois Human Rights Act and Americans with Disabilities Act as amended and will attempt to provide reasonable accommodations for pregnant employees and employees with disabilities in the workplace unless such accommodations would present an undue hardship for SWAN.

Reasonable accommodations apply to all covered employees and include, but are not limited to, hiring practices, job placement, training, pay practices, promotion and demotion policies, and layoff and termination procedures.

A pregnant employee includes any woman affected by and undergoing pregnancy, childbirth, or medical or common condition related to pregnancy or childbirth. A qualified person with a disability is any individual with a medically recognized disability. In both cases, the individual must, with or without reasonable accommodation, perform the essential functions of the job the individual has or wants, and not pose a direct threat to the health or safety of himself/herself or other individuals in the workplace.

Contact Human Resources for further information regarding SWAN's policy on reasonable accommodation or to request a reasonable accommodation in the workplace.

NAMES & PREFERRED PRONOUNS POLICY

An employee has the right to be addressed by the name and pronoun that correspond to the employee's gender identity, upon request. A court-ordered name or gender change is not required. The intentional or persistent refusal to respect an employee's gender identity (for example, intentionally referring to the employee by a name or pronoun that does not correspond to the employee's gender identity) can constitute harassment and is a violation of the SWAN's anti-harassment policy. If you are unsure what pronoun a coworker might prefer, you can politely and privately ask your coworker how they would like to be addressed.

Gender pronouns are words that an individual would like others to use when talking to or about them. The most commonly used pronouns are "he, him, his" and "she, her, hers." People who are transgender or gender nonconforming may choose to use pronouns that don't conform to binary male/female gender categorizations, such as "they, them, their."

Email Signature

SWAN includes preferred pronouns in the organization email signature. The gender pronoun options for SWAN's email signature currently include:

- she, her, hers

- he, him, his
- they, them, their
- she/her/hers and they/them/their
- he/him/his and they/them/their

If the preferred pronoun choice is not currently provided in the list above, a request should be made to SWAN Human Resources.

SWAN employees will be asked to provide their preferred pronoun as part of their onboarding process, or effectively after the adoption of this policy by the organization. The choice will be included in the employee's email signature. It is up to individual employees to opt-out of email signature identification of preferred pronouns.

Official Records

SWAN will change an employee's official record to reflect a change in name or gender upon request from the employee. Certain types of records, like those relating to payroll and retirement accounts, may require a legal name change before the person's name can be changed. Most records, however, can be changed to reflect a person's preferred name without proof of a legal name change. As quickly as possible, we will make every effort to update any photographs at a transitioning employee's workplace, so the transitioning employee's gender identity and expression are represented accurately. If a new or transitioning employee has questions about SWAN records or ID documents, the employee should contact the SWAN Executive Director.

ILLEGAL DRUGS AND ALCOHOL/DRUG FREE WORKPLACE

SWAN endeavors to provide a safe and productive work environment for all employees. To eliminate unacceptable safety risks, and to enhance the organization's ability to operate effectively and efficiently, the organization maintains strict standards regarding alcohol and illegal drugs in the workplace.

Prohibited Activity

The possession, consumption, purchase, sale, transfer, or distribution of alcohol on the organization's premises or while engaged in organization business is prohibited, unless an exception is made by the Executive Director. No employee shall be under the influence of alcohol while on the organization's premises or while performing organization business off the premises, except a moderate amount of alcohol may be consumed at approved organization events provided such consumption does not adversely affect an employee's behavior or judgment and, if the employee will drive a motor vehicle following the event, does not adversely affect the employee's ability to safely and legally drive the vehicle.

"Legal drugs" are: (1) drugs that are permitted under state and federal law, (2) obtained by an employee with a physician's prescription or over-the-counter and (3) used for the purposes for which they were prescribed or sold. Employees using legal drugs cannabis must be aware of any potential effect such drugs may have on their judgment or ability to perform their duties. If such effects could adversely affect the employee's ability to safely perform his/her job, the employee must report such use and potential effect to the Executive Director prior to reporting to work. In the event an employee fails to report such use and creates a safety threat, neither a physician's prescription nor other medical reason will be an acceptable excuse for being in violation of this policy.

"Illegal drugs" are drugs or controlled substances that are: (1) not legally obtainable under federal and state law, or (2) legally obtainable, but not obtained in a lawful manner. Examples include marijuana, cocaine, mind-altering chemicals, depressants, stimulants, inhalants, and prescription drugs that were not lawfully obtained. The use, purchase, sale, transfer, possession, being under the influence, or the presence in one's system of a detectable amount of an illegal drug by any employee is prohibited: (1) on SWAN's premises or (2) where the employee is performing SWAN business off the premises.

Testing for Alcohol and Illegal Drugs

SWAN will require a drug and alcohol test of any employee where there is a reasonable basis to believe that he or she may be using drugs or may be under the influence of drugs or alcohol. "Reasonable basis to believe" includes, but is not limited to: abnormal conduct, speech, or odor; detection of alcohol or illegal drugs in the area where an employee has been working; an unexplained decline in work performance or attendance; a reliable report of illegal drug or alcohol use, or involvement in an injury or accident at work or while performing organization business. Employees will be required to sign a consent and release form prior to drug or alcohol testing. Test results will be kept confidential to the extent possible and consistent with applicable law.

If an employee tests positive for alcohol or illegal drugs, fails to report immediately to the testing location upon request, comply with any testing procedures (including attempting to substitute, dilute or otherwise change specimens to be tested) and/or fails to provide specimens unless medically incapable, will be considered as refusing to test and subject to discipline, up to and including termination.

Notification of Drug Conviction

Employees must notify the organization of any criminal drug conviction no later than 5 days after such conviction. Employees who drive on organization business must similarly notify the organization no later than 5 days following any DUI conviction. Employees convicted of off-the-job drug or alcohol-related activity may be considered to be in violation of this policy.

WORKPLACE SECURITY AND INSPECTIONS

To safeguard the property of employees, members, and SWAN, and to help prevent the possession, sale, and use of weapons and illegal drugs on SWAN's premises, SWAN reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages or any other possessions or articles carried to and from SWAN's property. In addition, SWAN reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. In this connection, it should be noted that all offices, desks, files, lockers, and so forth, are the property of SWAN and are issued for the use of employees only during their employment with SWAN. Inspections may be conducted at any time at the discretion of SWAN.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection will be subject to disciplinary action up to and including discharge.

HIRING OF RELATIVES/NEPOTISM

Members of an employee's family, or those in a close personal relationship with the employee, will not be considered for employment without prior approval from the Executive Director. Such approval is preceded by a determination that neither a conflict of interest, nor a situation exists whereby any family member or significant other has a supervisory/subordinate working relationship, or any other interference with SWAN's operations is likely to occur.

For the purposes of this policy, immediate family includes: mother, father, husband, wife, son, daughter, sister, brother, the above in-law relationships and step-children.

Employees who marry or establish close personal relationships may continue employment as long as it does not result in the above. If the conditions outlined above should occur, attempts may be made to find a suitable position within the organization to which one of the employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

ACCESS TO PERSONNEL FILES

Personnel files are the property of SWAN, and access to the information they contain is restricted. Generally, only officials and representatives of SWAN who have a legitimate reason to review information in a file (such as an employee's manager, the Executive Director, the employee him or herself, or HR) are allowed to do so. With reasonable advance notice and a written request, an employee may review material in his or her file up to two times per calendar year, but only in SWAN's offices and in the presence of the individual appointed by SWAN to maintain the file. Certain records, such as letters of reference, are not available for inspection.

An employee must also provide a written release in order for SWAN to release information to outside parties. Requests for references should be directed to the Executive Director or her/his designee. Only this individual has the authority to release information to outside parties.

It is the responsibility of each employee to promptly notify SWAN of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents*, marital status*, insurance beneficiary*, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

SWAN cannot be held responsible for situations resulting from employees withholding correct and accurate information.

** Such information need only be disclosed if pertinent to a benefit received.*

IMMIGRATION LAW COMPLIANCE

SWAN is committed to employing only those applicants who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must, in certain circumstances, complete a new I-9 form.

Expiration of Work Authorization

Employees who have a work authorization that expires will need to provide an updated work authorization. The employee's Form I-9 will be updated to reflect the renewed authorization to work. Updated information will be initialed and dated by the management representative performing the reverification.

Employees who fail to provide proof of their renewed authorization to work prior to the expiration of the authorization documented on their Form I-9 are subject to immediate suspension without pay or termination.

REFERENCE AND BACKGROUND CHECKS

This section provides guidelines when inquiries are received concerning the work history of current or previous employees as well as when background checks may be conducted.

- A. All requests for reference checks shall be referred to the Executive Director or her/his designee to ensure uniformity and consistency. He/she may consult with person(s) more familiar with the employee's work history.
- B. SWAN will provide the following minimum information in response to a reference inquiry:
 - Verification that the individual worked for SWAN as a full-time or part-time employee and the period during which the individual was employed.
 - Verification of the position or positions held by the individual during his/her tenure of employment.
 - Verification of the individual's final salary.
- C. Any letters of reference written by SWAN employees about current or former SWAN employees must be reviewed and approved by the Executive Director or her/his designee before being sent.

SWAN must have a signed consent form authorizing SWAN to release this information from the individual's personnel records. To be acceptable, this consent form must indicate the general and specific types of information that can be released and release SWAN from all potential liability related to the authorized disclosure.

Government Requests for Information

The only exception to the above procedures applies to information requests received by SWAN from federal, state, or local authorities, including officials and authorized representatives of the courts, as well as law enforcement and other government agencies. SWAN normally honors all such requests and provides the information sought in the form requested by the agency or official. Where SWAN releases information about an employee or former employee in response to a subpoena, it normally informs or attempts to inform the individual about the disclosure. However, SWAN reserves the right to refrain from informing individuals of government information requests related to an ongoing investigation of criminal activity.

Reference and Background Check Procedures

Reference checks may be conducted by mail, telephone, face-to-face interviews, or a combination of methods. For certain positions, such as those involving financial or security matters, SWAN reserves the right to use a SWAN representative or third-party agency to conduct background checks. SWAN will notify applicants before conducting any reference checks.

Inaccurate or Fraudulent Information

SWAN will eliminate from further consideration for employment any applicant who provides false, misleading, or willfully deceptive information on his or her job application or resume or during an interview. Employees hired based on false information discovered after employment begins are subject to discipline, up to and including discharge.

HOURS OF WORK/MEAL/BREAK PERIODS

Department supervisors shall determine and establish a daily and weekly schedule of normal work hours necessary to provide services. The schedule may be temporarily changed in order to meet emergency or other defined needs. It is the personal responsibility of each employee to be at his/her work station and fully prepared to begin work at the time the scheduled work hours begin. Employees are not permitted to alter work hours without the permission of the supervisor. "Altering work hours" includes arriving early and then leaving early and/or arriving late and staying late. Employees are not authorized to "trade hours" without the permission of the supervisor.

Employees may schedule their own meal/break periods as long as meal/break periods are staggered to ensure department coverage. An employee who works 7.5 continuous hours or more shall be provided an unpaid meal period of at least 30 minutes. The meal period must be taken by an employee no later than 5 hours after beginning work. In addition, employees may take a paid break of 15 minutes during each half-day's schedule. An additional paid break of 15 minutes per day will be provided for employees taking part in SWAN's Walking Club, to be used exclusively for fitness walking only. Break periods do not accumulate and are not to be used for making up time, leaving early, or lengthening a meal break.

ATTENDANCE

Consistent attendance and punctuality contribute to the success of SWAN's business operations. Attendance problems disrupt operations, lower productivity and create a burden for other employees. All employees of SWAN are expected to assume responsibility for their attendance and promptness. Poor attendance and/or punctuality will be reflected in an employee's performance review, and is subject to disciplinary action.

Rules Concerning Attendance

- Inform SWAN in advance when possible. When an employee knows in advance that he or she cannot avoid absence from work, the employee must request arrangements in advance with the employee's supervisor for such absence.
- If it is not feasible for an employee to make arrangements in advance for an absence, the employee is then required to contact his/her supervisor as soon as possible, and no later than 60 minutes before the employee's normal starting time. In the event the employee cannot reach the supervisor, the employee should leave a voicemail with a contact number where the employee can be reached. Be prepared to explain the reason for the absence and give an expected date of return to work.
- Employees must personally contact SWAN on a daily basis, during all absences, except those arranged in advance.

- SWAN may require that additional documentation substantiating the reason for the absence be furnished. In instances of absence due to an employee's health, the organization reserves the right to require the employee to obtain a doctor's report explaining the condition and the doctor's restriction that the employee not work. Ordinarily any absence due to illness over three consecutive days requires a report from the attending doctor. Where deemed appropriate, SWAN may delay its decision as to the employee's physical fitness to return to work until a doctor's report is submitted.
- Two consecutive work days of absence without notice to SWAN constitutes job abandonment and will result in termination of an employee as a voluntary separation.

CONDUCT AND WORK RULES

As integral members of SWAN's team, employees are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times.

Employee conduct reflects on SWAN not only when an employee is at work, but also when an employee is away from SWAN conducting SWAN business. Employees are consequently encouraged to observe the highest standards of professionalism at all times. The following is a list of behaviors that could result in disciplinary action up to and including termination. Be aware that this list is not intended to be "all inclusive," and that other behaviors may, at SWAN's discretion, also result in disciplinary action up to and including termination. Establishment of these standards of conduct does not alter the employment-at-will relationship. Employees should seek further clarification from their supervisor on issues related to conduct if they do not understand a particular rule or are uncertain regarding a particular behavior.

BREACHES OF CONDUCT

- Falsifying employment application, time sheet, expense report, personnel or other documents or records of SWAN.
- Unauthorized possession of SWAN member or employee property.
- Possession, distribution or use of weapons or explosives, or violating criminal laws, on the premises of SWAN, in accordance with the Illinois Firearm Concealed Carry Act.
- Fighting and/or other disorderly conduct.
- Dishonesty, fraud, theft or sabotage against SWAN or its employees.
- Threatening, intimidating, coercing, using abusive or vulgar language, or interfering with the performance of other employees of SWAN or its members.
- Insubordination or failure to perform reasonable duties which are assigned.
- Unauthorized use of material, time, equipment or property of SWAN or a member.

- Damaging or destroying property through careless or willful acts.
- Performance that does not meet the requirements for the position.
- Negligence in observing fire prevention and safety rules.
- Abuse or negligence of our security or confidential materials, including unauthorized access to records and information of SWAN or its members.
- Installing unauthorized or illegal copies of software on a SWAN-owned computer.
- Failure to cooperate with SWAN audits or investigations.
- Rudeness and other inappropriate behavior towards members.
- Revealing any confidential information to any person who isn't authorized to receive it, and who does not need to know it.
- Repeated tardiness or absence; failure to report for work without a satisfactory reason; abuse of leave privileges.
- Violation of SWAN's drug/alcohol policy.
- Any behavior that results in an employee not performing his/her job, including sleeping on the job.
- Engaging in such other practices as SWAN determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of SWAN, its employees or patrons.

DISCIPLINARY STEPS

Should performance, work habits, conduct or demeanor become unsatisfactory in the judgment of SWAN, based on violations either of the above or of any other of SWAN's policies, rules or regulations, an employee may be subject to disciplinary actions as follows:

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| 1. First Offense | Verbal Warning |
| 2. Second Offense | Written Warning |
| 3. Third Offense | Disciplinary Suspension/Final Written Warning/PIP |
| 4. Fourth Offense | Discharge |

SWAN is not necessarily required to go through the entire disciplinary action process. Discipline may begin at any step, including immediate discharge (especially during the early stages of employment), dependent upon the severity of the incident. The progressive disciplinary steps and the failure to follow the steps in every situation do not in any way create a contractual right to continued employment.

Sometimes SWAN will find it necessary to investigate the infraction for which an employee may face discharge. In this case, SWAN may suspend the employee, with or without pay, pending the investigation. The objective of this suspension will be to determine if discharge is the proper decision. Following the investigation, if SWAN decides not to discharge the employee, the employee will be reinstated with or without back pay, depending on the circumstances.

PROBLEM SOLVING/GRIEVANCE PROCEDURE

The problem solving procedure should be used to address problems that typically occur in the workplace. If an employee has a complaint, problem or situation that needs to be addressed, the following procedure should be utilized:

Step One: The employee should informally discuss the situation with his/her manager as soon as possible. The employee should give the manager an opportunity to investigate and then get back to the employee. If the question or concern cannot be/is not resolved on this basis, the employee should prepare a written explanation of the facts detailing his or her concern and offer a solution or desired outcome, and submit it to his or her manager. The manager is expected to review the employee's concern and provide a formal written response as quickly as he or she is able. If the manager is unable to respond within five business days, he or she will otherwise advise the employee as to when a written response can be provided.

Step Two: If the employee is not satisfied that the problem is resolved, the employee can present the problem to the Executive Director. The Executive Director will review the employee's concern and provide a written response as quickly as he or she is able. If the Executive Director is unable to respond within five business days, he or she will otherwise advise the employee as to when a written response can be provided.

Step Three: If the employee is still not satisfied that the problem is resolved, the employee can present the problem to the President of the SWAN Board. The President of the SWAN Board, in consultation with the Board, will consider the situation at the next regularly scheduled meeting of the Board, and it will provide a written response to the concern as quickly as they are able. The written response of the Board to any employee's concern represents a final and complete resolution of the matter.

NO SOLICITATION/NO DISTRIBUTION

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time. Employees who are not on working time (e.g., those on lunch hour or breaks) may not solicit or distribute literature or printed material of any kind to employees who are on working time. Non-employees are prohibited from distributing material or soliciting employees on SWAN's premises at any time.

PERSONAL APPEARANCE

Employees are expected to use good judgement at all times regarding their personal appearance to promote a positive image of SWAN and to maintain safety. During business hours, employees are

expected to dress appropriately for the work being performed, to be neat, to wear clean clothing, and to maintain good personal hygiene.

Employees who are assigned to attend organization meetings or workshops should be particularly conscious of maintaining dress and grooming standards that present a more professional image than the day-to-day casual dress normally permitted.

Employees who have questions about the dress code should speak to their manager. An employee who reports for work in violation of this policy may be sent home to correct the violation and may be sent home without pay to correct the violation. Repeated violations will be grounds for additional discipline, up to and including termination.

USE OF ELECTRONIC AND TELEPHONE EQUIPMENT

It is the policy of SWAN to provide or contract for the communication services and equipment necessary to promote the efficient conduct of business. Business and telecommunication equipment are provided to SWAN staff through a contractual arrangement with Reaching Across Illinois Library System (RAILS). All business equipment, electronic and telephone communications systems, and all communications and stored information transmitted, received, or contained in SWAN's information systems, including computers, phones, faxes, copiers, emails, voicemails, Internet, etc. (collectively "electronic systems") are organization property and are to be used primarily for job-related purposes.

When using SWAN's business equipment, employees should note the following:

1. Electronic systems are owned/leased and maintained by SWAN and electronic communications are the sole property of the organization. Excessive personal use of electronic systems by employees is prohibited. *SWAN will, or reserves the right to, monitor the use of electronic systems and to review or inspect all material stored therein. No communications are guaranteed to be private or confidential.*
2. The electronic systems of the organization may not be used by employees for commercial purposes, personal financial gain or illegal or criminal purposes.
3. All workstations will be configured with virus protection software, which should not be removed or disabled. Each employee is responsible for protecting his/her computer against virus attack by following appropriate guidelines for scanning all incoming communications and media, and by not disabling the anti-virus application installed on their workstation. All data disks and files entering or leaving SWAN should be scanned for viruses.
4. Personal software or messages shall not be installed or stored on SWAN's equipment unless prior approval is obtained. The downloading or use of any software sharing programs is explicitly prohibited. In addition, employees are prohibited from encrypting, attempting to decrypt or modifying data, files, or programs without prior written authorization. Employees are prohibited from deleting or destroying data, files, or programs, except in the ordinary course of business, *i.e.* deletion of an email after it is read.

5. Employees are prohibited from using codes, accessing files, or retrieving any stored communication without prior authorization. No employee may use a pass code unknown to SWAN. The use of personal passwords, assigned to the employee, is not grounds for an employee to claim privacy rights in the electronic or communications systems. SWAN reserves the right to override personal passwords. Employees may be required to disclose passwords or codes to SWAN to allow access to the systems.
6. In order to maintain network and information security, the sharing or misuse of passwords is prohibited. As an employee, you are responsible for protecting the confidentiality of your password(s). Passwords should not be written down or left in places that they are accessible to others.
7. SWAN's prohibition against sexual, racial, and other forms of harassment are extended to include the use of electronic systems. Harassing, vulgar, obscene, or threatening communications are strictly prohibited, as are sexually oriented messages or images. Employees who receive email or other information on their computers which they believe violate this policy should immediately report this activity to the Executive Director.
8. Privileged or confidential material, such as, but not limited to, trade secrets, attorney-member communications, proprietary financial information, etc. should not be exchanged haphazardly by e-mail, facsimiles, etc.
9. Employees are prohibited from violating copyright or licensing laws.
10. Outsiders or non-employees are prohibited from using the organization's electronic communications to communicate with employees or the organization for any purpose unrelated to SWAN's business.
11. Employees must be aware of the possibility that electronic messages that are believed to have been erased or deleted can frequently be retrieved by systems experts and can be used against an employee or SWAN. Therefore, employees should be cautious and use the systems only in the appropriate manner and consult with systems experts to guarantee that information to be deleted is truly eliminated.
12. Employees should exercise care so that no personal correspondence appears to be an official communication of SWAN. Employees may not use SWAN's address for receiving personal mail or utilize SWAN stationery or postage for personal letters.

SOCIAL MEDIA USE

Social Media is defined as: blogs, other types of self-published online journals, and collaborative Web-based discussion forums including, but not limited to, LinkedIn, Facebook, Pinterest and Twitter.

Rules and Guidelines

The following rules and guidelines apply to the use of social media, whether such use is for SWAN on company time, for personal use during non-work time, outside the workplace or during working time while using SWAN owned equipment. (Using SWAN equipment to access social media sites is also governed by the Use of Electronic and Telephone Equipment policy. Employees should also refer to this policy before accessing such sites via SWAN's equipment). These rules and guidelines apply to all SWAN employees.

1. Employees are prohibited from discussing confidential information through the use of social media, such as SWAN trade secrets, marketing lists, member account information, strategic business plans, member lists, SWAN financial information, business contracts, and other proprietary and nonpublic company information. See the Confidentiality Policy for more information.
2. Employees cannot use social media to harass, threaten, bully or discriminate against co-workers, managers, members, clients, vendors or suppliers, any organizations associated or doing business with SWAN, or any members of the public, including web site visitors who post comments. SWAN's anti-harassment and EEO policies apply to use of social media in the workplace.
3. This policy is not intended, nor shall it be applied, to restrict employees from discussing their wages, hours and working conditions with co-workers.

SWAN-Sponsored Social Media

SWAN-sponsored social media is used to: convey information about products and services; advise members about service updates; obtain member feedback, exchange ideas or trade insights about service trends; reach out to potential new markets; provide marketing support to raise awareness of SWAN's services; issue or respond to breaking news; brainstorm with employees and members; and discuss activities and events.

All such SWAN-related social media is subject to the following rules and guidelines, in addition to rules and guidelines set forth above:

1. Only employees designated and authorized by SWAN can prepare content for or delete, edit, or otherwise modify content on SWAN-sponsored social media.
2. Employees cannot post any copyrighted information where written reprint permission is not obtained in advance.
3. Designated employees are responsible for ensuring that SWAN-sponsored social media conform to all applicable company rules and guidelines. These employees are authorized to remove immediately and without advance warning any content, including inappropriate content such as pornography, obscenities, profanity, and/or material that violates SWAN's EEO and/or anti-harassment policies.

4. Employees who want to post comments in response to content should identify themselves as employees.

Personal Use of Social Media

The following rules and guidelines, in addition to the rules and guidelines set forth above, apply to employee use of social media on the employee's personal time.

1. Employees should abide by SWAN's Use of Electronic and Telephone Equipment Policy concerning personal use of SWAN computer and related equipment.
2. Employees who utilize social media and choose to identify themselves as employees of SWAN are strongly encouraged to state explicitly, clearly, and in a prominent place on the site that their views are their own and not those of SWAN or of any person or organization affiliated or doing business with SWAN.
3. Employees should respect all copyright and other intellectual property laws. For the organization's protection, as well as your own, it is critical that you show proper respect for all the laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including SWAN's own copyrights, trademarks, and brands.
4. Employees cannot advertise or sell SWAN products or services through social media.

SWAN Monitoring

SWAN reserves the right to monitor employees' use of social media including but not limited to statements/comments posted on the Internet, in blogs and other types of openly accessible forums, diaries, and personal and business discussion forums.

Employees should have no expectation of privacy while using company equipment and facilities for any purpose, including the use of social media. SWAN reserves the right to monitor, review, and block content that violates SWAN rules and guidelines.

Violations

SWAN will investigate and respond to all reports of violations of SWAN's rules and guidelines or related company policies or rules. Employees are urged to report any violations of this policy to the Executive Director. A violation of this policy may result in discipline up to and including termination of employment.

USE OF MOBILE PHONES/SWAN'S PHONES

Employees may make and receive local personal calls on SWAN's telephones or personal cellular phones during working hours. These calls should be brief and not interfere with the employee's job duties. If an employee is found to be making or receiving personal calls that interfere with work performance, disciplinary steps up to and including termination may be taken.

USE OF CELLULAR PHONES/COMPANY PHONES

SWAN encourages and promotes cell phone safety when operating a motor vehicle for Association business. If the employee finds that it is absolutely necessary to utilize a cellular phone while driving, the following should be observed:

- Place calls while stopped or have someone place the call for you.
- *Employees may only use a cellular phone while driving if they are utilizing a hands-free device (such as a headset) or are using the phone in a voice activated mode.*
- Avoid intense, emotional or complicated conversations.
- Assess traffic conditions before making a call. Do not utilize a cell phone in heavy traffic conditions, inclement weather or in unfamiliar terrain.
- Give driving your full attention.
- Ensure that the phone is within easy reach.
- Use memory dial to minimize dialing time.
- Do not take notes or look up phone numbers while driving.

Do not compose, send or read electronic messages while operating a motor vehicle.

TELECOMMUTING

Telecommuting is a work arrangement that allows employees to work at home or at some other off-site location for all or some of their regularly scheduled work hours. Although not all jobs can be performed satisfactorily from other locations, SWAN recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both SWAN and employees.

Candidates for telecommuting arrangements must:

- Have worked at SWAN for minimum of six months;
- Possess good time-management and organizational skills, be self-motivated, self-reliant, and disciplined as assessed by SWAN;
- Obtained a satisfactory rating on the most recent performance evaluation, as determined by SWAN; and
- Responsible for work that has clearly defined tasks, measurable work activity and does not require the individual's presence in the workplace.

Telecommuting arrangements are approved by on a case-by-case basis. Not all positions can be performed from off-site locations. For example, positions requiring face-to-face interaction with members and office personnel are not suitable for telecommuting arrangements.

In order to telecommute, the following basic requirements must be met:

- Employees must be able to carry out the same duties, assignments, and other work obligations at their home office as they do when working on SWAN's premises.
- An employee must work the same hours from home as the employee would work in SWAN's office. Employees must be reachable by phone and email when telecommuting.
- Employees must be available to attend scheduled meetings and participate in other required office activities at the home office as needed. Employees who telecommute may be required to attend these meetings and other activities "in person."
- Employees must arrange for child/elder care during their work hours.

A SWAN telecommuting arrangement will specify the number of hours to be worked at home and the specific time in which this will occur (e.g., every Tuesday, the first Monday of the month, etc.). At this time, the maximum amount of time that a SWAN employee may work from home on a regular basis is two full days per work week.

SWAN does not provide telecommuting employees with equipment or office furnishings for their home offices. (Some exceptions may be made with respect to computer equipment and will be discussed on a case by case basis). Employees are responsible for equipping and maintaining their home offices so that they can accomplish their work in an efficient and expeditious manner. Depending on the nature of their jobs, this may require having computers, printers, computer software, fax machines, data and telecommunications equipment, and other equipment available for their use. The specifics concerning required equipment will be discussed with the individual employee. Employees are responsible for providing office furnishings—such as desks, chairs, file cabinets, and lighting—at their own expense.

Employees interested in telecommuting arrangements should discuss the matter with their supervisor. Permission to telecommute must be granted by SWAN's Executive Director or her/his designee.

SWAN has the right to cancel or suspend employee telecommuting privileges at any time, for any reason or for no reason at all.

FLEXIBLE SCHEDULING

Who is eligible?

SWAN employees that work 30 hours per week are eligible to apply for flexible scheduling. You must be a full-time employee with SWAN for a minimum of 6 months before you are eligible to apply for flexible scheduling.

However, please note that based upon your job duties and the coverage in your department, certain scheduling options may not be available to you. This can be discussed in greater detail after review by your supervisor.

Types of Flexible Work Options

Flexible work options can be organized in a variety of ways. The most common flexible scheduling options are flexible work hours, compressed work schedules, or a hybrid of these.

1. Flexible Work Hours

Flexible Work Hours represent any arrangement that varies from the typical “9-5 Monday through Friday” work option. Examples of some flextime arrangements:

- Individualized start and end times that remain constant each work day (i.e. changing your shift from 8-4 or 10-6).
- Individualized start and end times that vary daily, however, the same number of hours are worked every day (i.e. 8-4 Mon and Tues, 9-5 Wed – Fri).
- Individualized start and end times with varied daily hours but consistency in the total number of hours worked every week.
Extended lunch times offset by additional hours at the beginning and/or end of the day.

2. Compressed Work Schedules

A Compressed Work Schedule is a traditional 37.5 hour work week condensed into fewer than five work days. With a compressed work schedule, the focus is on outcomes and managing the appropriate workload in a condensed version of the work week.

Common examples of Compressed Work Schedules:

- Four 9.5-hour days
- Four varied days: (examples: three 10-hour days, and one 7.5-hour day or four 8.5-hour days and one 3.5 hour day.) Specific options can be discussed with your manager.

*Compressed schedules do not include lunch, only actual hours worked. A meal period of at least 20 minutes must still be taken for any shifts of 7.5 hours or longer, per Illinois state law, which would add to the actual shift time worked.

4. Hybrid Options

This would include any mixture of previously listed scheduling, including telecommuting, as arranged with your manager.

IDENTITY PROTECTION

Purpose

The purpose of this policy is to protect social security numbers from unauthorized disclosure. Regarding the use of social security numbers, SWAN intends to comply with the provisions of the Identity Protection Act (5 ILCS 179/1 *et seq.*).

Requirements

- A. All employees who have access to social security numbers in the course of performing their duties will be trained to protect the confidentiality of social security numbers. Training will include instructions on the proper handling of information that contains social security numbers from the time of collection through the destruction of the information.
- B. Only employees who are required to use or handle information or documents that contain social security numbers will have access to such information or documents.
- C. Social security numbers requested from an individual will be provided in a manner that makes the social security number easily redacted if required to be released as part of a public records request.
- D. When collecting a social security number, or upon request by the individual, a statement of the purpose or purposes for which the social security number is being collected and used must be provided.

Prohibited Activities

No employee may do any of the following:

- A. Publicly post or publicly display in any manner an individual's social security number. "Publicly post" or "publicly display" means to intentionally communicate or otherwise intentionally make available to the general public.
- B. Print an individual's social security number on any card required for the individual to access products or services.
- C. Encode or embed an individual's social security number in or on any cards or documents, including, but not limited to, using a bar code, chip, magnetic strip, RFID technology, or other technology.
- D. Require an individual to transmit his or her social security number over the internet, unless the connection is secure or the social security number is encrypted.
- E. Print an individual's social security number on any materials that are mailed to the individual, through the U.S. Postal Service, any private mail service, electronic mail, or any similar method of delivery, unless state or federal law requires the social security number to be on the document to be mailed. Notwithstanding any provision in this section to the contrary, social security numbers

may be included in applications and forms sent by mail, including, but not limited to, any material mailed in connection with the administration of the Unemployment Insurance Act, any material mailed in connection with any tax administered by the Department of Revenue, and documents sent as part of an application or enrollment process or to establish, amend, or terminate an account, contract, or policy or to confirm the accuracy of the social security number. A social security number that may permissibly be mailed under this section may not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope or be visible on an envelope without the envelope having been opened.

- F. Collect, use, or disclose a social security number from an individual, unless:
- Required to do so under state or federal law, rules, or regulations, or the collection, use, or disclosure of the social security number is otherwise necessary for the performance of that agency's duties and responsibilities;
 - The need and purpose for the social security number is documented before collection of the social security number; and
 - The social security number collected is relevant to the documented need and purpose.
- G. Require an individual to use his or her social security number to access an Internet website.
- H. Use the social security number for any purpose other than the purpose for which it was collected.

The prohibitions listed immediately above do not apply in the following circumstances:

- A. The disclosure of social security numbers is pursuant to a court order, warrant, or subpoena.
- B. The collection, use, or disclosure of social security numbers is in order to ensure the safety of other employees.
- C. The collection, use, or disclosure of social security numbers is for internal verification or administrative purposes.
- D. The collection or use of social security numbers is to investigate or prevent fraud, to conduct background checks, to collect a debt, to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act, to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act, or to locate a missing person, a lost relative, or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit.

Public Inspection and Copying of Documents

Notwithstanding any other provision of this policy to the contrary, all employees must comply with the provisions of any other state law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an individual's social security number. This includes requests

for information or documents under the Illinois Freedom of Information Act. Employees must redact social security numbers before allowing the public inspection or copying of the information or documents.

Public Availability

A copy of this policy shall be made available to the public upon request.

Applicability

This policy does not apply to the collection, use, or disclosure of a social security number as required by state or federal law, rule, or regulation.

CONFIDENTIALITY

All employees must safeguard confidential information obtained as a result of working for SWAN. This confidential information includes, but is not necessarily limited to, financial information, member information, pricing information, product cost information, new product/service plans, research and development, member lists, mailing lists, technical information, systems information, and in particular, any material identified by SWAN as “confidential.”

Access to confidential information should be on a “need to know” basis and must be authorized by the Executive Director. Unauthorized use or disclosure of any confidential information will cause irreparable harm to SWAN. SWAN may seek all remedies available under the law for any threatened or actual unauthorized use or disclosure of confidential information. Any employee who is unsure about the confidentiality of any information should immediately seek the assistance of a supervisor prior to disclosing such information.

Employees should use reasonable security measures with respect to confidential information, including but not limited to the following:

- Confidential information should not be disclosed to any third party except upon SWAN’s prior written approval;
- No copies should be made of any confidential information except to promote the purposes of the employee’s work for SWAN;
- Employees should not use confidential information for their own benefit, nor for the benefit of any third party, without SWAN’s prior written approval.

All confidential information shall remain the sole property of SWAN, and all copies must be returned to SWAN upon termination of employment or upon demand at any other time.

VISITORS

Personal visitors are generally not appropriate at SWAN during an employee’s working time. Visitors should only be received during break and lunch times provided that they do not disturb those who are working or members who are using SWAN, unless in an emergency or previously approved by the employee’s direct manager.

BUSINESS USE OF VEHICLES

At times, employees may be required to use their personal vehicle for business purposes including attending meetings, seminars, etc. Employees doing so will receive a mileage reimbursement at the Internal Revenue Service approved rate for any miles above their normal work to home commute. This allowance is to compensate for the cost of gasoline, oil, depreciation, insurance, and wear and tear. In addition, employees driving on SWAN business may claim reimbursement for parking fees and tolls actually incurred.

Employees who drive a vehicle on SWAN's business must possess a valid driver's license and minimum insurance coverage in accordance with Illinois law. Any change in status must be reported immediately to the direct supervisor and the Office Manager (e.g. the license is suspended, revoked, limitations, etc.).

SAFETY

Establishment and maintenance of a safe work environment are shared responsibilities of SWAN and employees from all levels of SWAN. SWAN will attempt to do everything within its control to assure a safe environment and compliance with federal, state, and local safety regulations. Employees are expected to obey safety rules and to exercise caution in all their work activities. Disregard for safety rules or procedures will result in disciplinary action up to and including discharge.

Employees have an absolute obligation to immediately report any unsafe conditions to their supervisor. Not only supervisors, but employees at all levels of SWAN are expected to correct unsafe conditions as promptly as possible. SWAN will not take reprisals against an employee who comes forth with a safety recommendation or refuses to operate any equipment or work in an area he/she reasonably feels is unsafe.

All accidents, especially those that result in injury, must be reported immediately to the nearest available supervisor, regardless of how insignificant they may appear. Such reports are necessary to comply with federal and state laws and initiate insurance and workers' compensation procedures. Failure to immediately report an accident may result in discipline, up to and including discharge.

If you are disabled and would need special assistance during an emergency, please inform your supervisor.

WORKPLACE VIOLENCE

SWAN is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at SWAN. In this connection, it is the policy of SWAN to expressly prohibit any acts or threats of violence. Accordingly, SWAN will not condone any acts or threats of violence against its employees, members or visitors on SWAN's premises, at any time or while they are engaged in business with or on behalf of SWAN, on or off SWAN's premises.

In keeping with the spirit and intent of this policy, and to ensure that SWAN's objectives in this regard are attained, is the commitment of SWAN:

- To provide a safe and healthful work environment.

- To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or uses any threatening language or gestures.
- To take appropriate action when dealing with members, former employees, or visitors to SWAN's facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
- To prohibit employees, former employees, members, and visitors from bringing unauthorized firearms or other weapons onto SWAN premises, in accordance with the Illinois Firearm Concealed Carry Act.
- To establish viable security measures to ensure that SWAN's facilities are safe and secure to the maximum extent possible and to properly handle access to SWAN facilities by the public, off-duty employees, and former employees.

All employees are responsible for maintaining a workplace that is free from violence. Accordingly, each employee has a duty to report any threat, instance of harassment or offensive conduct, or violent act observed or experienced at work. In addition, any employee who has a reason to believe that a violent act may be committed on the worksite or against an individual related to the business in any way must promptly report that belief or suspicion to the Executive Director, the Associate Executive Director, or his/her supervisor. No employee who in good faith either makes a report or participates in an investigation under this policy will experience retaliation of any kind.

The duties above are in addition to an employee immediately phoning 9-1-1 in the event an employee believes an immediate threat of harm exists.

Any employee who displays a tendency to engage in violent, abusive, or threatening behavior will be subject to disciplinary action, up to and including discharge.

Any employee who applies or obtains a protective or restraining order which lists SWAN premises as being protected areas should inform the Executive Director or her/his designee. SWAN will require the employee to furnish SWAN with a copy of the order.

SMOKING

SWAN is committed to protecting the safety and welfare of its employees, members and visitors.

No smoking of any kind, including e-cigarettes, will be permitted in SWAN's facilities and vehicles or within 15 feet of any entrance, exit, window, ventilation intake office or work area, restroom, conference or classroom, break room or cafeteria and/or other common area.

Smoking is only allowed during authorized break times and in authorized areas.

We encourage you to report violations of our smoke-free facility policy to a supervisor/manager. Any employee who fails to comply with this policy will be subject to disciplinary action, including written warnings, suspension, and possible termination for continued violations.

This policy applies equally to all employees, members, and visitors.

EMERGENCY WEATHER CLOSING

SWAN's Executive Director or her/his designee will make the decision to close all or selected SWAN locations due to inclement weather or other unforeseen circumstances. If the decision is made to close a SWAN location prior to opening for business in the morning, an effort will be made to contact employees via a phone chain, email and/or to post a message on the intranet.

If the decision to close a SWAN location is made during the work day, the Executive Director or her/his designee will contact each supervisor with the scheduled closing time to be communicated to employees.

If SWAN is closed due to inclement weather, all full-time and part-time employees scheduled to work on the day of the closing will be paid for their regularly scheduled work hours. If an employee chooses not to come to work or leaves early due to inclement weather when SWAN remains open, the employee may choose to use any remaining vacation or personal days or take a day without pay, upon consultation with the employee's supervisor.

WHISTLEBLOWER COMPLIANCE

A whistleblower as defined by this policy is an employee of SWAN who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

An example of an illegal or dishonest activity is a violation of federal, state or local laws or financial wrongdoing. If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact the Executive Director or the President of the SWAN Board. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. SWAN will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact SWAN immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the Executive Director who is responsible for investigating and coordinating corrective action. In the event the Executive Director is the accused, reports of illegal and dishonest activities will be promptly submitted to the President of the SWAN Board.

Employees with any questions regarding this policy should contact the Executive Director.

TERMINATION OF EMPLOYMENT

Employees desiring to terminate their employment relationship with SWAN are urged to notify SWAN at least two weeks in advance of their intended termination. Such notice should be given in writing to the employee's supervisor. Proper notice generally allows SWAN sufficient time to calculate all accrued overtime (if applicable) as well as other monies to which the employee may be entitled and to include such monies in the final paycheck.

As mentioned elsewhere in this handbook, all employment relationships with SWAN are on an at-will basis. Thus, although SWAN hopes that SWAN's relationship with employees is long-term and mutually rewarding, SWAN reserves the right to terminate the employment relationship at any time.

Exit interviews with SWAN's Executive Director are normally scheduled for outgoing employees after the notice of intent to terminate is received. The purposes of this interview are to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all SWAN property that may be in the employee's possession (e.g., keys, laptops, ID cards, cell phones, etc.), and to provide employees with an opportunity to discuss their job-related experiences.

Employees who terminate their employment relationship with SWAN are welcome to reapply for employment with SWAN in the future.

TRAVEL POLICY

Employees are encouraged to attend professional meetings and participate in professional activities. SWAN's annual budget provides funds for certain professional activities and travel allowances. Participation may be limited by the needs of the department and budget allocations.

PRIOR APPROVAL

1. No travel or activity involving reimbursement of expenses or use of regular work time will be undertaken by any employee without the prior approval of the Executive Director.
2. The selection of employees to attend specific conferences, workshops and meetings will be made by the Executive Director.

REIMBURSABLE EXPENSES

Subject to the availability of funds budgeted each fiscal year, the following expenses related to professional activities and travel on library business will be reimbursed.

Transportation

1. Round trip transportation by the most convenient and/or economical means will be determined by the Executive Director or his or her designee.

2. When travel by private auto is the most convenient or economical, reimbursement will be at the rate per mile as most recently published by the Internal Revenue Service up to a maximum of 1,000 miles for each round trip, but not to exceed the cost of round-trip airfare to the destination.
3. All parking and toll charges incurred while traveling on authorized SWAN business or while attending approved professional activities or meetings will be reimbursed. No reimbursement will be made, however, if parking and toll charges apply to travel by private auto exceed the cost of round-trip airfare to the destination.

Lodging and Meals

1. A per diem rate, as most recently published by the U.S. General Services Administration, will typically be established to cover room, meals and gratuities.¹
2. The rate allowed will depend upon location, time of year and other local conditions.
3. Per diem reimbursement guidelines, establish a not-to-exceed expense, and will be made only when travel requires an overnight stay and absence away from home of at least 24 hours. Employees must submit all individual receipts for expenses associated with travel with daily total reimbursement not exceeding per diem rate. Reimbursement will be for actual expenses as documented with receipts.
4. The number of days per diem allowed will be established by the Executive Director before travel actually begins, and reimbursement will not exceed the amount authorized.
5. Single meals which do not involve an overnight stay will be reimbursed in the amount actually paid by the employee including reasonable gratuities, not to exceed U.S. General Services Administration guidelines.
6. Registration fees required for attendance at conferences and workshops or at other related organizational or civic meetings will be fully paid by SWAN.
7. Hotels will not be reimbursed for conferences taking place in the metro Chicago area unless specifically authorized by the Executive Director.

RECORDS AND RECEIPTS

Where appropriate and with the approval of the Executive Director, SWAN will prepay transportation, registration and hotel expenses with the understanding that if the advance exceeds the actual authorized expenses, the employee will refund the excess amount. Otherwise, minor travel and activity expenses will be reimbursed by petty cash and major travel and activity expenses will be reimbursed by check, once per month.

1. The employee should keep a written record of mileage by private auto.
2. Reimbursable expenses involved in authorized travel or attendance at professional activities will be paid only upon presentation of proper evidence that the travel has actually been performed or the activity actually attended.
3. Receipts for commercial transportation, registration fees, room rental and meals will be required.

NON-REIMBURSABLE EXPENSES

SWAN's policy is to reimburse its staff for all reasonable and necessary expenses incurred on behalf of SWAN. There are specific types of expenses that are considered to be personal and therefore not reimbursable. These include, but are not limited to, the following:

1. Any travel, hotel and meal costs incurred by immediate family members accompanying the SWAN representative on official SWAN business.
2. If personal travel is combined with business travel, any additional expenses related to the personal travel.
3. Expenses, such as cleaning, personal care products, personal entertainment, health and fitness services, airline insurance, barber, shoe shine, coat check, and alcohol.

EMPLOYEE ACKNOWLEDGMENT FORM

The employee handbook describes important information about SWAN and I understand that I should consult SWAN's Executive Director regarding any questions not answered in the handbook.

Since the information, policies, and benefits described herein are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will normally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Board has the right to approve and adopt any revisions to the policies in this handbook.

I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Furthermore, I acknowledge that I have entered into my employment relationship with SWAN voluntarily and acknowledge that my employment is at will, and either SWAN or I can terminate the relationship at will, with or without cause, at any time, unless stated otherwise in an employment contract signed by the Executive Director or Board President.

Employee Name (printed)

Employee Signature

Date

LEAVE DONATION POLICY

Policy Statement

SWAN recognizes that employees may have a family medical emergency or be affected by a major disaster, resulting in a need for additional time off in excess of their available sick time. To address this need, all eligible employees will be allowed to donate accrued paid sick hours from their unused balance to their co-workers in need of additional paid time off, in accordance with the policy outlined below. This policy is strictly voluntary.

Eligibility

Employees must be employed with SWAN for a minimum of one year to be eligible to donate and/or receive donated sick time.

Guidelines

Employees who would like to make a request to receive donated sick time from their co-workers must have a situation that meets the following criteria:

Medical emergency, defined as a medical condition of the employee or an immediate family member that will require the prolonged/extended absence of the employee from duty and will result in a substantial loss of income to the employee due to the exhaustion of all paid leave available. An immediate family member is defined as a spouse, child, or parent.

Major disaster, 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 5 U.S.C. §6391 for federal government agencies. An employee is considered to be adversely affected by a major disaster if the disaster has caused severe hardship to the employee or to a family member of the employee that requires the employee to be absent from work.

Donation of Sick Time

- The donation of sick time is strictly voluntary.
- Donated sick time will go into a leave bank for use by eligible recipients.

- Recipient identity will not be disclosed to donating employees.
- The donation of sick time is on an hourly basis, without regard to the dollar value of the donated or used leave.
- The minimum number of sick hours that an eligible employee may donate is 4 hours per calendar year; the maximum is 40 hours. An employee may not donate more than 50 percent of the employee's current balance.
- Employees cannot borrow against future sick time to donate.
- Employees will be given the opportunity to donate sick time annually during benefits open enrollment. The donated sick time will be transferred from the donor to the leave pool at end of enrollment period. This donation is a permanent donation to the bank.
- Employees who are currently on an approved leave of absence cannot donate sick time.

Requesting Donated Sick Time

Employees who would like to request donated sick time are required to complete a Donation of Sick Leave Request Form and submit it to human resources.

Requests for donations of sick time must be approved by the SWAN Personnel Committee.

If the recipient employee has available sick time in his or her balance, this time will be used prior to any donated sick time. Donated sick time may only be used for time off related to the approved request.

Full-time employees who receive donated sick time may receive no more than 450 hours (12 weeks) within a rolling 12-month period. Part-time employees may receive a prorated amount according to their number of regularly scheduled hours per week.

Distribution of donated sick time cannot exceed the bank balance.

Leave Donation Procedures

[Procedures outlined here are for board information and could be amended by SWAN administration at a later date without SWAN Board approval.]

- 1) All employees who completed one year of employment with the organization shall be eligible to voluntarily participate in a Sick Leave Bank. Those eligible shall submit written notice to the SWAN Executive Director to participate during annual enrollment for the Sick Leave Bank. Participating members shall have deducted from their accumulated sick leave the allotment designed, between 4 and 40 hours.
- 2) The SWAN Personnel Committee referred to herein shall be composed of two (2) participating members appointed by the SWAN Board, plus the SWAN Executive Director.
- 3) A member is eligible for withdrawal of days from the Sick Leave Bank only after the member has depleted all accumulated sick leave and paid time off.
- 4) Authorized withdrawals from the Sick Leave Bank by participating members shall be made only upon approval of a majority vote of the Personnel Committee.
- 5) The following factors will be taken into consideration by the Committee in their deliberations:
 - a) Attendance history of the applicant
 - b) Previous requests and awards from the Sick Leave Bank
 - c) Adherence to Leave Donation Policy Guidelines
 - d) Any other meaningful factor for the Committee to make a determination
- 6) A request for each withdrawal from the Sick Leave Bank shall be made by submitting the following:
 - a) A letter from the applicant requesting withdrawal, and

- b) A doctor's statement on physician's letterhead verifying applicant's name, reason for absence, stating the reason for total disability, estimated length of absence/return to work (additional medical documentation may be required).
 - c) The Committee reserves the right to request additional information at any time.
- 7) Distribution of Sick Leave Bank hours is managed by SWAN Administration.
- 8) The Committee shall have the right to refuse leaves.
- a) Within ten (10) days of denial, a member of denied Sick Leave may appeal to the Personnel Committee with any additional or clarifying information related to their initial request for Sick Leave Bank days.
 - b) The decision of the Personnel Committee shall be final.
- 9) SWAN Executive Director shall prepare an annual Sick Leave Bank audit statement by no later than October 30th of the new year and submit to the SWAN Board for their information:
- a) Number of days in the Sick Leave Bank.
 - b) Number of leave days granted the preceding year.
 - c) Number of staff granted leave and number of days granted.

Authorization for Sick Leave Bank Contribution

In fulfillment of the membership requirements therein, I hereby authorize the Business Manager of SWAN to assign in my name the allotment of sick leave hours submitted as my contribution to the voluntary Sick Leave Bank established for employees of SWAN. Annually, employees will be given an opportunity to donate their requested allotment to the Sick Leave Bank.

Full Name (below)	Signature (below)
Date:	Hours to Donate:

DRAFT

Date: December 16, 2022
To: SWAN Board
From: Aaron Skog, Executive Director
Re: FY24 Budget Update



Update on FY2024 budget

The SWAN membership fee chart to date is incomplete due to Cook County Treasure Office response delay to our FOIA request for 80 library tax reports. We have received 33 reports in three batches thus far.

This draft of the budget includes additional expenses and offsetting grant revenue to accommodate the addition of the new member library joining SWAN, Addison Public Library.

Budget changes with the addition of Addison Public Library are based on 6 months revenue (January through June 2023) and pro-rated software licensing expenses with SirsiDynix and EBSCO.

Revenue	
4010 SWAN Full Membership Fees	\$35,183.50
4320 Other Grant Revenue	\$16,624
Expense	
5440 Library Services Platform	\$5,000
5460 Information Subscription Service	\$1,250
5850 Contractual Agreements	\$16,624

Beyond this budget, Addison Public Library addition to SWAN is a net positive to SWAN's operations. The table below is a projection of what revenue and expenses will be for SWAN's FY25 budget.

Addison Public Library	
Revenue - Membership Fee	\$70,367
Expenses (licensing add-ons)	\$27,809
Net	\$42,558

Budget Timeline

Below is a timeline of the budget process with the gray rows showing what has been completed.

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 10, 2022	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.

DATE	MEETING TYPE	ACTION ITEMS
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.

SWAN Budget Summary

SWAN Budget	FY23 Budget	FY24 Budget	Change
4000 Membership Fees	\$3,003,359	\$3,048,550	\$45,191
4100 Membership Reimbursements	\$445,686	\$443,223	(\$2,463)
4200 Reimbursement for Losses	\$120,000	\$108,680	(\$11,320)
4300 Grant Revenue	\$527,381	\$515,012	(\$12,369)
4400 Registration & Event Receipts	\$12,000	\$3,400	(\$8,600)
4500 Investment & Interest	\$1,000	\$20,800	\$19,800
4600 Reserve Fund Transfer	\$0	\$73,800	\$73,800
Total Revenue	\$4,109,426	\$4,213,465	\$104,039
5000 Salaries & Wages	\$1,546,800	\$1,546,800	\$0
5020 Personnel Benefits	\$494,900	\$457,700	(\$37,200)
5100 Building & Grounds	\$124,270	\$129,510	\$5,240
5200 Professional Development	\$20,000	\$16,700	(\$3,300)
5300 Membership Development	\$10,600	\$7,370	(\$3,230)
5400 Information & Technology Services	\$1,232,700	\$1,256,100	\$23,400
5500 General Office	\$2,100	\$2,700	\$600
5600 Hardware & Equipment	\$55,800	\$5,300	(\$50,500)
5700 Insurance	\$11,100	\$11,500	\$400
5800 Contractual Services	\$144,300	\$215,484	\$71,184
5900 Library Materials & Content	\$564,006	\$560,251	(\$3,755)
6000 Interest & Fees	\$5,050	\$4,050	(\$1,000)
Total Operating Expenses	\$4,211,626	\$4,213,465	\$1,839
6100 Asset Management	\$3,607	\$2,322	(\$1,285)
Excess of revenues over (under) estimated expenses	\$0	\$0	

Revenue & Expense Budget		FY23 Budget	FY24 Budget
Revenue			
4000	Membership Fees		
4010	SWAN Full Membership Fees	\$2,999,659	\$3,044,850
4011	SWAN Internet Access Membership Fees	\$3,700	\$3,700
4100	Membership Reimbursements		
4110	Member One-Time Project Receipts	\$0	\$0
4190	Member Group Purchase Receipts	\$445,686	\$443,223
4200	Reimbursement for Losses		
4220	Reimbursement Losses for Resource Sharing	\$50,000	\$63,000
4230	Collection Agency Fees	\$0	\$0
4240	E-commerce transactions	\$70,000	\$45,680
4300	Grant Revenue		
4310	RAILS Support to SWAN	\$527,381	\$498,388
4320	Other Grant Revenue	\$0	\$16,624
4400	Registration & Event Receipts		
4499	Annual Conference Receipts	\$12,000	\$3,400
4500	Investment & Interest		
4510	Interest Income	\$1,000	\$20,800
4520	Investment Income	\$0	\$0
4600	Reserve Fund Transfer	\$34,000	\$73,800
Total Revenue		\$4,143,426	\$4,213,465

Expenses			
5000	Salaries & Wages	\$1,546,800	\$1,546,800
5020	Personnel Benefits		
5021	Social Security Taxes	\$118,400	\$118,400
5022	State Unemployment Insurance	-	\$0
5023	Worker's Compensation	\$3,900	\$4,500
5024	Retirement Benefits	\$140,900	\$140,900
5025	Health, Dental, Life And Disability Insurance	\$228,800	\$192,400
5026	Tuition Reimbursements	\$2,500	\$1,100
5085	Staff Wellness	\$400	\$400
5100	Building & Grounds		
5110	Rent/Lease	\$113,160	\$117,300
5120	Utilities	\$5,700	\$6,700
5130	Property Insurance	\$650	\$650
5140	Repairs & Maintenance	\$1,560	\$860

Revenue & Expense Budget		FY23 Budget	FY24 Budget
5150	Custodial Service & Supplies	\$3,200	\$4,000
5190	Other Building Maintenance	\$0	\$0
5200	Professional Development		
5210	Conference Travel	\$6,000	\$6,000
5220	Staff Meetings	\$400	\$900
5230	Staff Professional Development	\$6,800	\$4,000
5240	Professional Association Membership Dues	\$2,500	\$2,500
5250	Educational Material	\$800	\$800
5260	Online Learning	\$3,500	\$2,500
5300	Membership Development		
5310	Travel Reimbursement	\$1,400	\$800
5320	Membership Meetings	\$0	\$0
5330	Library Professional Development	\$6,700	\$6,570
5350	Marketing & Promotional Material	\$0	\$0
5399	Annual Conference	\$2,500	\$0
5400	Information & Technology Services		
5410	Infrastructure Licensing	\$0	\$0
5420	Application Software Licensing	\$20,600	\$18,000
5430	Server Software Licensing	\$96,600	\$105,200
5440	Library Services Platform	\$985,700	\$1,003,600
5450	Data Management Services	\$30,500	\$33,000
5460	Information Subscription Service	\$77,100	\$75,000
5470	Subscription Support Services	\$7,700	\$6,800
5480	Telecommunications	\$14,500	\$14,500
5490	Group Purchases - Services	\$5,900.00	\$0
5500	General Office		
5510	Office Supplies	\$1,500	\$2,200
5520	Postage	\$600	\$500
5550	Furniture	\$0	\$0
5599	Annual Conference Supplies		
5600	Hardware & Equipment		
5610	Equipment Rental/Maintenance	\$3,700	\$0
5620	Hardware	\$40,000	\$4,200
5690	Group Purchases - Hardware	\$12,100	\$1,100
5700	Insurance	\$11,100	\$11,500
5800	Contractual Services		
5810	Legal	\$1,500	
5820	Accounting	\$18,900	\$19,160
5830	Consulting	\$19,200	\$75,000
5840	Payroll Service Fees	\$3,600	\$3,600
5850	Contractual Agreements	\$0	\$16,624

Revenue & Expense Budget		FY23 Budget	FY24 Budget
5860	Notification & Collection	\$92,200	\$92,200
5870	Recruitment	\$0	\$0
5899	Annual Conference Facility Contract	\$8,900	\$8,900
5900	Library Materials & Content		
5910	Print Materials	\$5,000	\$300
5920	Reimbursement for Resource Sharing	\$50,000	\$63,000
5930	Group Purchases - Content	\$10,000	\$0
5940	E-commerce payment transactions	\$70,000	\$45,680
5990	Group Purchases - Electronic Resources	\$429,006	\$451,271
6000	Interest & Fees		
6010	Bank Fees	\$4,700	\$3,700
6020	Merchant Account Fees	\$50	\$50
6030	Interest Payment	\$0	\$0
6099	Annual Conference Merchant Fees	\$300	\$300
Subtotal Expenses		\$4,143,426	\$4,213,465
6100	Asset Management		
6110	Depreciation	\$3,607	\$2,322
6120	(Gain)/Loss on Asset Disposal		
6130	Vacation Expense		
Total Expenses		\$4,143,426	\$4,213,465
Total Revenue (from above)		\$4,143,426	\$4,213,465
Excess of revenues over (under) estimated expenses		\$0.00	\$0.00

SWAN Reserves Plan: Updated for FY23 Budget

Capital Expenditures (anything over \$5,000)	FY22	FY23	FY24	FY25	FY26
	July 2021-June 2022	July 2022-June 2023	July 2023-June 2024	July 2023-June 2025	July 2023-June 2026
Prior Year Balance: End of fiscal year, final audit, see "Unrestricted" on Balance Sheet	\$2,241,167	\$2,107,667	\$2,073,667	\$2,017,459	\$2,017,459
Reserves collected & Impact Fee	\$0	\$0	\$17,592	\$0	
Printer purchase		(\$34,000)			
Aspen Discovery Project	(\$85,000)				
Baker & Taylor Project	(\$5,000)				
Security audit	(\$43,500)				
Strategic planning consultant			(\$36,000)		
Website development consultant			(\$37,800)		
Funds for EMV commerce devices (chip & PIN)					
Funds for SWAN staff computer replacement					
Future ILS Migration Budget (\$465,740)					
Total	\$2,107,667	\$2,073,667	\$2,017,459	\$2,017,459	\$2,017,459
Maintain 4 months operating in reserve (policy)	(\$1,357,079)	(\$1,381,142)	(\$1,450,199)	(\$1,522,709)	(\$1,598,845)
Over/(Under) Reserve Policy	\$750,588	\$692,525	\$567,260	\$494,750	\$418,614
Operating Budget (5% increases each year after FY23)	\$4,071,238	\$4,143,426	\$4,350,597.30	\$4,568,127.17	\$4,796,533.52
Months operating in reserve	6.21	6.01	5.56	5.30	5.05

* Infrastructure-as-a-Service (IaaS) is the recommended direction for SWAN for its future servers. IaaS is a subscription that will be an expense in the operating budget. The result is there is no server hardware purchased, therefore no need to budget as a capital expenditure.