

# SWAN BOARD MEETING AGENDA

April 21, 2023 9:30 a.m.

**Bloomington Public Library  
101 Fairfield Way  
Bloomington, IL 60108-1537**

1. Call to Order, Roll Call
2. Introduction of Visitors/Public Comment

Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the April 21, 2023 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 21, 2023 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, March 2023 (Exhibit pgs. 3-12)
  - a. Balance sheet and detail of expenditures for March 2023
  - b. Approval of the payment of bills for March 1, 2023, through March 31, 2023 in the amount of \$58,813.45

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR MARCH 1 THROUGH MARCH 31, 2023 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR MARCH 2023

5. Action Item – Acceptance of the March 17, 2023, SWAN Board Meeting Minutes (Exhibit pgs. 13-15)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 17, 2023 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports
  - a. Board President Report
  - b. Executive Director Report (Exhibit pgs. 16-19)
  - c. Operations Report (Exhibit pgs. 20-40)
  - d. Treasurer Report
  - e. Board Calendar (Exhibit pgs. 41-43)

7. Action Item – Approve Investment of Public Funds Policy (Exhibit pgs. 44-47)
8. Discussion Item – SWAN statement on Decennial Committee on Local Government Efficiency Act (Exhibit pgs. 48-53)
9. Discussion Item – Board self-evaluation form (Exhibit pgs. 54-60)
10. Adjournment

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

<b>SWAN Board Member</b>	<b>Library</b>	<b>Office</b>	<b>Term Expires</b>
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 2023
Jennifer Cottrill	Midlothian Public Library	Vice-president	July 1, 2023
Dorothy Koll	Acorn Public Library District		July 1, 2024
Tim Jarzemsky	Bloomindale Public Library	Treasurer	July 1, 2024
Anna Wassenaar	Blue Island Public Library		July 1, 2025
Colleen Waltman	Homewood Public Library		July 1, 2025
Jesse Blazek	Palos Heights Public Library	Secretary	July 1, 2025

**SWAN Library Services  
Balance Sheet  
As of March 31, 2023**

	<b>Balance End of Month</b>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 1,095,885.71
Hinsdale Bank - MM - 5010	1,439,931.73
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	\$ 2,535,860.30
Current Assets	
Accounts Receivable	30,109.55
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	9,774.34
Spares Inventory	1,732.50
Total Current Assets	\$ 65,083.47
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(348,905.85)
Total Capital Assets, net	\$ 18,873.01
Total Assets	\$ 2,619,816.78
 <b>LIABILITIES</b>	
Current Liabilities	
Accounts Payable	\$ 9,107.03
Deferred Revenue	1,819.50
Accrued Payroll	45,062.73
Compensated Absences	123,319.88
Lease Payable	31,030.39
Total Current Liabilities	\$ 210,339.53
Long Term Liabilities	
Total Liabilities	\$ 210,339.53
 <b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	2,452,167.46
Total Beginning Net Assets	2,452,167.46
Current YTD Net Income	(42,690.21)
Total Fund Balance	2,409,477.25
Total Liabilities and Fund Balances	\$ 2,619,816.78

**Statement of Revenue and Expenses Summary**  
**For the 9 Months Ended March 31, 2023**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
<b>Revenue</b>					
4000 - Membership Fees	\$1,726.25	\$2,252,674.06	\$3,003,359.00	\$ 750,684.94	75.01%
4100 - Membership Reimbursements	5,294.92	460,434.06	445,686.00	(14,748.06)	103.31%
4200 - Reimbursement for Losses	3,452.24	31,658.87	50,000.00	18,341.13	63.32%
4300 - Grant Revenue	-	395,535.75	527,381.00	131,845.25	75.00%
4400 - Registration & Event Receipts	-	3,330.00	12,000.00	8,670.00	27.75%
4500 - Investment & Interest	4,241.00	25,275.17	1,000.00	(24,275.17)	2,527.52%
4600 - Reserve Fund Transfer	-	-	34,000.00	34,000.00	0.00%
<b>Total Revenue</b>	<u>17,792.01</u>	<u>3,200,302.84</u>	<u>4,143,426.00</u>	<u>943,123.16</u>	<u>77.24%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	165,290.16	1,085,945.09	1,546,800.00	460,854.91	70.21%
5020 - Personnel Benefits	36,817.88	312,627.81	494,900.00	182,272.19	63.17%
5100 - Building & Grounds	11,260.37	99,514.65	124,270.00	24,755.35	80.08%
5200 - Professional Development	990.00	5,417.06	20,000.00	14,582.94	27.09%
5300 - Membership Development	-	439.08	3,900.00	3,460.92	11.26%
5400 - Information & Technology Services	9,751.48	1,151,599.61	1,238,600.00	87,000.39	92.98%
5500 - General Office	349.22	2,209.39	2,100.00	(109.39)	105.21%
5600 - Hardware & Equipment	192.56	8,656.28	55,800.00	47,143.72	15.51%
5700 - Insurance	(22.00)	14,042.00	11,100.00	(2,942.00)	126.50%
5800 - Contractual Services	14,953.03	53,654.26	70,200.00	16,545.74	76.43%
5900 - Library Materials & Content	3,264.28	501,670.08	564,006.00	62,335.92	88.95%
6000 - Interest & Fees	112.91	1,454.24	5,050.00	3,595.76	28.80%
6100 - Other Expenses	-	-	3,607.00	3,607.00	0.00%
<b>Total Expenses</b>	<u>243,344.89</u>	<u>3,242,993.05</u>	<u>4,147,033.00</u>	<u>904,039.95</u>	<u>78.20%</u>
<b>Excess Revenues less Expenses</b>	<u>\$ (225,552.88)</u>	<u>\$ (42,690.21)</u>	<u>\$ (3,607.00)</u>	<u>\$ 39,083.21</u>	

## Statement of Revenue and Expenses For the 9 Months Ended March 31, 2023

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 1,726.25	\$ 2,249,035.06	\$ 2,999,659.00	\$ 750,623.94	74.98%
4011 - SWAN Internet Access Membership Fees	0.00	3,639.00	3,700.00	61.00	98.35%
4190 - Member Group Purchase Receipts	5,294.92	460,434.06	445,686.00	(14,748.06)	103.31%
4220 - Reimbursement Losses for Resource Sharing	3,452.24	31,658.87	50,000.00	18,341.13	63.32%
4240 - E-Commerce Transactions	3,077.60	31,394.93	70,000.00	38,605.07	44.85%
4310 - RAILS Support to SWAN	0.00	395,535.75	527,381.00	131,845.25	75.00%
4499 - Annual Conference Receipts	0.00	3,330.00	12,000.00	8,670.00	27.75%
4510 - Interest Income	4,241.00	25,275.17	1,000.00	(24,275.17)	2527.52%
4600 - Reserve Fund Transfer	0.00	0.00	34,000.00	34,000.00	0.00%
<b>Total Revenue</b>	<b>17,792.01</b>	<b>3,200,302.84</b>	<b>4,143,426.00</b>	<b>943,123.16</b>	<b>77.24%</b>
<b>Expenses</b>					
5000 - Salaries & Wages	165,290.16	1,085,945.09	1,546,800.00	460,854.91	70.21%
5021 - FICA Expense	12,359.60	80,144.99	118,400.00	38,255.01	67.69%
5023 - Worker's Compensation	0.00	5,416.00	3,900.00	(1,516.00)	138.87%
5024 - Retirement Benefits	10,373.82	102,017.32	140,900.00	38,882.68	72.40%
5025 - Health, Dental, Life And Disability Insurance	14,074.47	124,809.53	228,800.00	103,990.47	54.55%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	9.99	239.97	400.00	160.03	59.99%
5110 - Rent/Lease	10,527.61	88,974.76	113,160.00	24,185.24	78.63%
5120 - Utilities	472.76	6,553.90	5,700.00	(853.90)	114.98%
5130 - Property Insurance	0.00	802.50	650.00	(152.50)	123.46%
5140 - Repairs & Maintenance	0.00	713.49	1,560.00	846.51	45.74%
5150 - Custodial Service & Supplies	260.00	2,470.00	3,200.00	730.00	77.19%
5210 - Conference Travel	0.00	0.00	6,000.00	6,000.00	0.00%
5220 - Staff Meetings	0.00	932.06	400.00	(532.06)	233.02%
5230 - Staff Professional Development	990.00	3,455.00	6,800.00	3,345.00	50.81%
5240 - Professional Association Membership Dues	0.00	530.00	2,500.00	1,970.00	21.20%
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	439.08	1,400.00	960.92	31.36%
5330 - Library Professional Development	385.00	5,763.50	6,700.00	936.50	86.02%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5420 - Application Software Licensing	47.00	14,380.22	20,600.00	6,219.78	69.81%
5430 - Server Software Licensing	6,862.11	84,159.04	96,600.00	12,440.96	87.12%
5440 - Library Services Platform	0.00	913,459.70	985,700.00	72,240.30	92.67%
5450 - Data Management Services	578.76	27,933.50	30,500.00	2,566.50	91.59%
5460 - Information Subscription Service	0.00	73,652.63	77,100.00	3,447.37	95.53%
5470 - Subscription Support Services	393.73	7,591.79	7,700.00	108.21	98.59%
5480 - Telecommunications	1,869.88	9,117.80	14,500.00	5,382.20	62.88%
5490 - Group Purchases - Services	0.00	21,304.93	5,900.00	(15,404.93)	361.10%
5510 - Office Supplies	223.22	1,497.29	1,500.00	2.71	99.82%
5520 - Postage	126.00	692.65	600.00	(92.65)	115.44%
5599 - Annual Conference Supplies	0.00	19.45	0.00	(19.45)	0.00%
5610 - Equipment Rental/Maintenance	192.56	1,565.36	3,700.00	2,134.64	42.31%
5620 - Hardware	0.00	5,993.02	40,000.00	34,006.98	14.98%
5690 - Group Purchases - Hardware	0.00	1,097.90	12,100.00	11,002.10	9.07%
5700 - Insurance	(22.00)	14,042.00	11,100.00	(2,942.00)	126.50%
5810 - Legal	0.00	258.00	1,500.00	1,242.00	17.20%
5820 - Accounting	1,055.00	9,470.00	18,900.00	9,430.00	50.11%
5830 - Consulting	0.00	6,275.00	19,200.00	12,925.00	32.68%
5840 - Payroll Service Fees	479.33	3,459.92	4,800.00	1,340.08	72.08%

**Statement of Revenue and Expenses**  
**For the 9 Months Ended March 31, 2023**

	<b>Month-to-Date Actual</b>	<b>Year-to-Date Actual</b>	<b>Annual Budget</b>	<b>Remaining Budget</b>	<b>% Collected Expended</b>
5860 - Notification & Collection	13,418.70	24,459.09	16,900.00	(7,559.09)	144.73%
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	28,372.49	50,000.00	21,627.51	56.74%
5930 - Electronic Resources	0.00	0.00	10,000.00	10,000.00	0.00%
5940 - E-Commerce Payment Transactions	3,264.28	30,874.59	70,000.00	39,125.41	44.11%
5990 - Group Purchases - Content	0.00	442,423.00	429,006.00	(13,417.00)	103.13%
6010 - Bank Fees	72.96	1,409.34	4,700.00	3,290.66	29.99%
6020 - Merchant Account Fees	39.95	44.90	50.00	5.10	89.80%
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%
<b>Total Expenses</b>	<u>243,344.89</u>	<u>3,242,993.05</u>	<u>4,147,033.00</u>	<u>904,039.95</u>	<u>78.20%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ (225,552.88)</u>	 <u>\$ (42,690.21)</u>	 <u>\$ (3,607.00)</u>	 <u>\$ 39,083.21</u>	

## SWAN Library Services

### Check Register

All Bank Accounts

March 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
Acorn Public Library				9546	03/16/23	<u>58.13</u>
5940	E-Commerce Payment Transactions	Acorn Public Library	58.13			
Batavia Public Library				9547	03/16/23	<u>282.13</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	282.13			
Beecher Community Library District				9548	03/16/23	<u>5.04</u>
5940	E-Commerce Payment Transactions	Beecher Community Library District	5.04			
Berwyn Public Library				9549	03/16/23	<u>47.15</u>
5940	E-Commerce Payment Transactions	Berwyn Public Library	47.15			
Bloomington Public Library				9550	03/16/23	<u>45.09</u>
5940	E-Commerce Payment Transactions	Bloomington Public Library	45.09			
Broadview Public Library District				9551	03/16/23	<u>23.76</u>
5940	E-Commerce Payment Transactions	Broadview Public Library District	23.76			
Calumet City Public Library				9552	03/16/23	<u>32.53</u>
5940	E-Commerce Payment Transactions	Calumet City Public Library	32.53			
Carol Stream Public Library				9553	03/16/23	<u>9.41</u>
5940	E-Commerce Payment Transactions	Carol Stream Public Library	9.41			
Chicago Heights Public Library				9554	03/16/23	<u>31.00</u>
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	31.00			
Clarendon Hills Public Library				9555	03/16/23	<u>16.06</u>
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	16.06			
Comcast				9556	03/16/23	<u>759.95</u>
5480	Telecommunications	Comcast - 3/1/23-3/31/23	759.95			
Crestwood Public Library District				9557	03/16/23	<u>50.88</u>
5940	E-Commerce Payment Transactions	Crestwood Public Library District	50.88			

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March 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Elmwood Park Public Library 5940	E-Commerce Payment Transactions	Elmwood Park Public Library	23.74	9558	03/16/23	<u>23.74</u>
Flossmoor Public Library 5940	E-Commerce Payment Transactions	Flossmoor Public Library	63.18	9559	03/16/23	<u>63.18</u>
Forest Park Public Library 5940	E-Commerce Payment Transactions	Forest Park Public Library	53.32	9560	03/16/23	<u>53.32</u>
Franklin Park Public Library District 5940	E-Commerce Payment Transactions	Franklin Park Public Library District	31.52	9561	03/16/23	<u>31.52</u>
Geneva Public Library District 5940	E-Commerce Payment Transactions	Geneva Public Library District	163.38	9562	03/16/23	<u>163.38</u>
Glen Ellyn Public Library 5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	51.39	9563	03/16/23	<u>51.39</u>
Glenside Public Library 5940	E-Commerce Payment Transactions	Glenside Public Library	7.51	9564	03/16/23	<u>7.51</u>
Grande Prairie Public Library 5940	E-Commerce Payment Transactions	Grande Prairie Public Library	17.27	9565	03/16/23	<u>17.27</u>
Green Hills Public Library District 5940	E-Commerce Payment Transactions	Green Hills Public Library District	53.92	9566	03/16/23	<u>53.92</u>
Hillside Public Library 5940	E-Commerce Payment Transactions	Hillside Public Library	110.33	9567	03/16/23	<u>110.33</u>
Hinsdale Public Library 5940	E-Commerce Payment Transactions	Hinsdale Public Library	60.79	9568	03/16/23	<u>60.79</u>
ICS Learning Group 5330	Library Professional Development	ICS Learning Group	385.00	9569	03/16/23	<u>385.00</u>



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March 2023

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Justice Public Library District 5940	E-Commerce Payment Transactions	Justice Public Library District	9.32	9570	03/16/23	<u>9.32</u>
La Grange Park Public Library District 5940	E-Commerce Payment Transactions	La Grange Park Public Library District	9.41	9571	03/16/23	<u>9.41</u>
Lauterbach & Amen, LLP 5820	Accounting	Lauterbach & Amen, LLP - Feb.	1,055.00	9572	03/16/23	<u>1,055.00</u>
LIMRiCC 5025	Health, Dental, Life And Disability Insurance	LIMRiCC - Staff March	17,004.05	9573	03/16/23	<u>17,004.05</u>
Linda Sokol Francis Brookfield Library 5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	9.41	9574	03/16/23	<u>9.41</u>
Marcive, Inc. 5450	Data Management Services	Marcive, Inc.	338.76	9575	03/16/23	<u>338.76</u>
Markham Public Library 5940	E-Commerce Payment Transactions	Markham Public Library	28.61	9576	03/16/23	<u>28.61</u>
Matteson Public Library 5940	E-Commerce Payment Transactions	Matteson Public Library	42.87	9577	03/16/23	<u>42.87</u>
Messenger Public Library of North Aurora 5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	12.36	9578	03/16/23	<u>12.36</u>
Oak Brook Public Library 5940	E-Commerce Payment Transactions	Oak Brook Public Library	109.13	9579	03/16/23	<u>109.13</u>
Oak Lawn Public Library 5940	E-Commerce Payment Transactions	Oak Lawn Public Library	49.92	9580	03/16/23	<u>49.92</u>
Oak Park Public Library 5940	E-Commerce Payment Transactions	Oak Park Public Library	973.16	9581	03/16/23	<u>973.16</u>

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Park Forest Public Library 5940	E-Commerce Payment Transactions	Park Forest Public Library	9.41	9582	03/16/23	<u>9.41</u>
Prairie Trails Public Library District 5940	E-Commerce Payment Transactions	Prairie Trails Public Library District	16.93	9583	03/16/23	<u>16.93</u>
River Forest Public Library 5940	E-Commerce Payment Transactions	River Forest Public Library	34.98	9584	03/16/23	<u>34.98</u>
South Holland Public Library 5940	E-Commerce Payment Transactions	South Holland Public Library	13.79	9585	03/16/23	<u>13.79</u>
St. Charles Public Library District 5940	E-Commerce Payment Transactions	St. Charles Public Library District	281.77	9586	03/16/23	<u>281.77</u>
Steger-South Chicago Heights 5940	E-Commerce Payment Transactions	Steger-South Chicago Heights	45.75	9587	03/16/23	<u>45.75</u>
Sugar Grove Public Library District 5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	179.64	9588	03/16/23	<u>179.64</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	UMS - Notices 11/22	525.22	9589	03/16/23	<u>13,418.70</u>
5860	Notification & Collection	UMS- Notices 12/22	485.34			
5860	Notification & Collection	UMS - MessageBee monthly	750.00			
5860	Notification & Collection	UMS - MessageBee implementation fee	10,000.00			
5860	Notification & Collection	UMS. - annual maint. fee for print notices	500.00			
5860	Notification & Collection	UMS - Notices 2/23	368.14			
5860	Notification & Collection	UMS. - Curbside HQ March	40.00			
5860	Notification & Collection	UMS - MessageBee Monthly	750.00			
University Park Public Library District 5940	E-Commerce Payment Transactions	University Park Public Library District	15.62	9590	03/16/23	<u>15.62</u>

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Villa Park Public Library				9591	03/16/23	<u>21.46</u>
5940	E-Commerce Payment Transactions	Villa Park Public Library	21.46			
Wellness Insurance Network-WIN				9592	03/16/23	<u>171.00</u>
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - Staff Employees March	171.00			
Westchester Public Library				9593	03/16/23	<u>38.70</u>
5940	E-Commerce Payment Transactions	Westchester Public Library	38.70			
Westmont Public Library				9594	03/16/23	<u>70.36</u>
5940	E-Commerce Payment Transactions	Westmont Public Library	70.36			
Woodridge Public Library				9595	03/16/23	<u>54.15</u>
5940	E-Commerce Payment Transactions	Woodridge Public Library	54.15			
Reliance Standard Life Insurance Co.				9596	03/16/23	<u>931.84</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. March	931.84			
Reliance Standard Life Insurance Co.				9596	03/16/23	<u>(931.84)</u>
5025	Health, Dental, Life And Disability Insurance	To VOID check #9596	-931.84			
Reliance Standard Life Insurance Co.				9597	03/16/23	<u>931.84</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. March	931.84			
ComEd				50223	03/01/23	<u>266.21</u>
5120	Utilities	ComEd - 1/19-2/17/2023	266.21			
First Bankcard				50224	03/15/23	<u>9,451.43</u>
5230	Staff Professional Development	First Bankcard - ICOLC Conference registrations, Aaron & Scott	990.00			
5420	Application Software Licensing	First Bankcard - Mailchimp	47.00			
5430	Server Software Licensing	First Bankcard - Microsoft	337.66			
5430	Server Software Licensing	First Bankcard - Statuscake Sub Yearly	195.92			
5430	Server Software Licensing	First Bankcard - Microsoft premium	18.00			

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All Bank Accounts

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5430	Server Software Licensing	First Bankcard - Microsoft basic	24.00			
5430	Server Software Licensing	First Bankcard - Microsoft Azure	6,286.53			
5450	Data Management Services	First Bankcard - ESRI - ARcGIS	240.00			
5470	Subscription Support Services	First Bankcard - Sendgrid	393.73			
5480	Telecommunications	First Bankcard - Microsoft skype	288.00			
5480	Telecommunications	First Bankcard - Grasshopper	48.86			
5510	Office Supplies	First Bankcard - Amazon	39.58			
5510	Office Supplies	First Bankcard - Office Depot	47.62			
5510	Office Supplies	First Bankcard - Amazon	75.12			
5510	Office Supplies	First Bankcard - Amazon	34.91			
5510	Office Supplies	First Bankcard - Amazon	25.99			
5520	Postage	First Bankcard - Postage	126.00			
5610	Equipment Rental/Maintenance	First Bankcard - Genesis	97.46			
5610	Equipment Rental/Maintenance	First Bankcard - Genesis monthly	95.10			
6020	Merchant Account Fees	First Bankcard - propay	39.95			
Nicor Gas				50225	03/28/23	<u>206.55</u>
5120	Utilities	Nicor Gas - 2/14 - 3/15/23	206.55			
T.A. Systems Inc.				50226	03/30/23	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. - Feb. 2023	260.00			
Quail Ridge Drive Investors, LLC				50228	03/30/23	<u>10,527.61</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - April 2023	10,527.61			
Comcast				50229	03/31/23	<u>773.07</u>
5480	Telecommunications	Comcast - 3/1-3/31/23	773.07			
<b>Check List Total</b>						<u><u>58,813.45</u></u>

# SWAN BOARD MEETING MINUTES

**March 17, 2023, 9:30 a.m.**  
**Thomas Ford Memorial Library**  
**800 Chestnut Street**  
**Western Springs, IL 60558**

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

President Bodewes called the meeting to order at 9:33 a.m. The following Board members were present to establish a quorum.

- a. Jesse Blazek
- b. Ted Bodewes
- c. Jennifer Cottrill
- d. Colleen Waltman
- e. Anna Wassenaar

## **2. Introduction of Visitors/Public Comment**

Aaron Skog, SWAN Executive Director  
Ginny Blake, SWAN Business Manager

There was no public comment.

## **3. Action Item**

Acceptance of the March 17, 2023, SWAN Board Meeting Agenda

Cottrill moved, seconded by Waltman that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS MARCH 17, 2023, SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by unanimous voice vote.

## **4. Action Item**

Approval of SWAN Financials, February 2023

Blazek moved, seconded by Waltman that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR FEBRUARY 1, 2023 THROUGH FEBRUARY 28, 2023 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR FEBRUARY 2023 AS PRESENTED

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Cottrill, Waltman, Wassenaar

## **5. Action Item**

Acceptance of the February 17, 2023, SWAN Board Meeting Minutes

Waltman moved, seconded by Cottrill that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 17, 2023, SWAN BOARD MEETING MINUTES AS PRESENTED

Motion carried by unanimous voice vote

**6. Action Item**

Approval to transfer funds

Blazek approved, seconded by Waltman that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE TRANSFER OF \$429,000 FROM OPERATIONS ACCOUNT TO MAX SAFE ACCOUNT

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Cottrill, Waltman, Wassenaar

**7. Reports**

**a. Board President Report**

A discussion ensued regarding the issue at Elmwood Park Public Library. An update was given on the house bill HB2789.

**b. Executive Director Report**

Skog gave an overview of SWAN Financials. The board had a discussion on the location of SWAN Expo and it was decided upon to keep the location at MVCC. Skog updated the board on the 6 libraries that had add-on subscriptions to their EBSCO services for FY23 but have not been billed. Blake will be billing for FY23. The board decided not to bill for the FY22 add on services.

**c. Operations Report**

Skog gave an overview of the operations activities going on.

**d. Treasurer Report**

No report

**e. Board Calendar**

**8. Discussion Item**

SWAN Investment of Public Funds Policy

The board recommended SWAN reach out to Lauterbach & Amen to review the Public Funds Policy. Skog will be reaching out.

**9. Discussion Item**

EBSCO group-purchase year-4 renewal

The updated group-purchase discount and pricing for the year-4 renewal was reviewed.

**10. Discussion Item**

Decennial Committee on Local Government Efficiency Act

It was decided upon by the board that we do not need to send anything to the attorney on this. Drafting a statement from SWAN would help the library districts impacted by the new law.

**11. Discussion Item**

SWAN Beanstack reading app usage.

A discussion ensued and the board decided not to renew it.

**Adjournment**

The meeting was adjourned at 10:55 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

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Jesse Blazek

Board Secretary

# SWAN Executive Director Report

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*April 21, 2023*

## Update on Activities

### **ICOLC annual conference, St Louis**

The International Coalition of Library Consortia will hold its annual conference in St Louis from April 16<sup>th</sup> – 19<sup>th</sup>. Scott Brandwein and I will attend along with staff from CARLI, RAILS, IHLS, and SHARE.

I will be a panelist for the session Library Consortia Business Models: Finding Capacity and Conduits, along with Cassandra Thompson from SHARE and members of the consortia WiLS, Main Library Alliance, and the Ontario Council of University Libraries.

I will be co-presenting with the members of the Strategies for Open Collaboration Task Force in an interactive session as we discuss our recent report “Strategies for Collaboration: Opportunities and Challenges to Build the Future We Need,” which was finalized in Fall 2022 and is posted on the ICOLC website. That report outlines what libraries should do differently in their ongoing relationships with vendors and the open-source community; suggests alternatives to the typical library/vendor model, especially open source/community-owned efforts that address the needs outlined in the report; and articulates a broad vision for how these efforts tie together and provide a framework for libraries to support these projects.

The report is available online via the ICOLC website:

[Strategies for Collaboration: Opportunities and Challenges to Build the Future We Need | ICOLC Website](#)

### **EBSCO group-purchase**

The six libraries were invoiced additional year-3 packages, and an updated EBSCO year-4 renewal chart was posted with SWAN Board feedback.

## Board Considerations

### **Compliance with the Decennial Committees on Local Government Efficiency Act**

The new 2022 law will impact district libraries as defined in the Act, and it does not appear that SWAN will need to comply with the law as it is not a unit of local government that imposes a tax. I have included a statement from SWAN to be shared with public library districts in SWAN, of which within SWAN total 48.



### Investing SWAN Reserve Funds

The SWAN policy is included on this month's agenda with recommended changes from our accountant, Lauterbach & Amen. This redlined document took inspiration from the recently updated policy for Midlothian Public Library, and Bloomingdale Public Library's policy.

## Monthly Financial Report

### Balance Sheet

The Fund Balance Unrestricted line for February is at \$ 2,452,167.46 which is a \$21,195.00 from the month prior.

Fund Balance Unrestricted	\$2,452,167.46
Expenses to be paid from reserve	(\$43,500.00)
	\$2,408,667.46
SWAN annual expense budget	\$4,147,033.00
	58%
Number of months operating expense in reserve	7.0

### Revenue & Expense Report

This month would be 75% of the budgeted revenue and expenses. SWAN's financials are presented on a cash basis for this current fiscal year 2023. The total revenue reflects library membership fee payments for three quarters, which would bring in 75% of SWAN revenue. Expenses appear higher than 67% 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 February 2023	Percentage of budget YTD 67%
<b>Total Revenue</b>	\$4,143,426.00	\$3,200,302.84	77%
<b>Total Expenses</b>	\$4,147,033.00	\$3,242,993.05	78%
<b>Over / (Under)</b>	<b>(\$3,607.00)</b>	<b>(\$42,690.21)</b>	

### Accounts Receivable Update

4010 - SWAN Full Membership Fees: the third quarter invoices were sent out in October. We are currently at 74.86% of what should be 75% for this line. The fourth quarter invoices will be sent the first week of April.

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 101.93% 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 third quarterly payment to SWAN was received so this revenue is at 75%. The 4<sup>th</sup> quarter payment will be made in April.

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 March is 4.80% 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 includes 3 months prepaid expenses of insurance coverage from the prior fiscal year, so it appears overbudget with 15 months coverage.

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

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

5440 – Library Services Platform: payments to ByWater, OCLC, SirsiDynix, and EBSCO have been recorded. This line reflects prepaid expenses for SirsiDynix, ByWater Solutions, and EBSCO. OCLC group-services fees are paid in full, bringing the total expenses for this budget line to 92.67%.

5450 – Data Management Services: expenses for RDA ToolKit and WebDewey are paid in full for the year. ArcGIS software subscription with Esri 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. This line includes 3 months prepaid expenses of insurance coverage from the prior fiscal year, so it appears overbudget with 15 months coverage.

5990 – Group Purchases – Content: EBSCO group-purchase expense has been completed.

# Operations Report: April 2023

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## Summary

Membership engagement activities and statistics are reported through month-end of March 2023. System outages will be reported as of final assembly of the report to ensure that any critical system issues are documented as quickly as possible. Highlighted activities represent on-site library events.

## Contents

Summary .....	1
Member Engagement – All Staff .....	3
Site Visits, Training, and Consultation .....	3
User Group and Advisory Meeting Recap .....	3
Book Club Users (3/8/2023) .....	3
Circulation Advisory (3/15/2023) .....	4
Technology Update (3/23/2023) .....	4
Discovery & User Experience Advisory (3/23/2023) .....	4
Major Projects & Research .....	4
Addison Public Library .....	4
Aspen Discovery .....	5
Security Initiatives.....	5
Managed Detection & Response (MDR) Research.....	5
TLS-SIP2 Migration.....	5
Enhanced Patron Notifications – MessageBee .....	5
External Collaboration & Partnerships.....	5
ALA CORE Interest Group Week .....	6
Group Purchases .....	6
EBSCO database group purchase.....	6
Comics Plus .....	6
Support, Documentation, and Training .....	6
Outage tracking.....	6
System Maintenance & Outage Calendar.....	7
Support Tickets .....	7
Support Site.....	8

Documentation Updates .....	8
On-site Training and Consultation .....	8
Foreign Language Cataloging Review .....	8
Circulation Manager Mentor Program.....	8
Training Modules & Recordings.....	9
Learning Management System (SWAN Online Learning) .....	9
Staff Development .....	9
API Training .....	9
Maintenance.....	9
Automatic Monthly Patron Record Removal.....	9
Notification Monitoring.....	10
Email notice tracking .....	10
Phone Notice Tracking.....	12
SMS notice tracking .....	12
Appendix: Statistics.....	13
Cataloging & Collections.....	13
OCLC Cataloging Counts.....	13
Catalog title and item counts .....	13
Circulation .....	14
Circulation in prior month .....	14
Monthly total comparison since 2019 .....	15
Holds.....	16
Time to Fill Analysis.....	16
Holds Placement & Pick-up .....	18
Interlibrary Loan & Resource Sharing .....	18
OCLC Worldwide Resource Sharing.....	18
Online Public Catalog - Aspen.....	19
Top 25 Searches in Aspen (March 2023) .....	19
Results Pageviews in Aspen.....	20
Usage of Recommendations.....	20

## Member Engagement – All Staff

A recap of member engagement activities in March 2023.

### 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
Tuesdays	Addison Training	All	Training
3/1/2023	Office Hours: Cataloging	Bibliographic Services	Consultation
3/2/2023	SWAN Quarterly Meeting	All	Member meeting
3/6/2023	Office Hours: BLUEcloud Analytics	Information Technology & System Support; Bibliographic Services	Consultation
3/8/2023	Book Club Users	Administration	Member meeting
3/8/2023	Office Hours: Circ/Hold Map	Information Technology & System Support	Consultation
3/8/2023	Consultation: Fine Free (West Chicago)	Information Technology & System Support	Consultation
3/15/2023	Circulation Advisory	User Experience	Member meeting
3/15/2023	Office Hours: ILL/Circ	Administration; User Experience	Consultation
3/16/2023	Office Hours: KitKeeper	Administration	Consultation
3/17/2023	SWAN Board Meeting	Administration	Governance
3/22/2023	Consultation: Fine Free (Alsip-Merrionette Park)	User Experience	Consultation
3/23/2023	Technology Update	Information Technology & System Support	Member meeting
3/23/2023	Discovery & User Experience Advisory	User Experience	Member meeting
3/27/2023	Directors Coffee Hour	Administration	Consultation
3/28/2023	SWAN Fireside Chat #48	All	Member meeting
3/29/2023	Credit Card Swipe Delivery to Worth	Information Technology & System Support	Consultation

### User Group and Advisory Meeting Recap

All 2023 meetings are posted in L2, search "[swan2023](#)." On the SWAN Support Site, visit the [SWAN Events Calendar](#) for a full listing of upcoming events.

#### Book Club Users (3/8/2023)

Our Book Club Users group is co-chaired by Lauren Maxwell of Geneva Public Library and Nancy Rooney of Downers Grove Public Library. Topics included a roundtable discussion of what members have found successful or unsuccessful in their own book club endeavors and tactics for starting or

revitalizing a book club program. They also discussed tips for managing discussions, selecting titles, and sourcing copies.

### **Circulation Advisory (3/15/2023)**

Crystal conducted a card sort with the group to inform future enhancements to circulation and patron management documentation on the support site. The group also discussed the new circulation manager checklist and the kickoff of the new circulation manager mentor program, covered later in this report. Sam encouraged more libraries to think about item type consolidation, and Crystal walked the group through building training scenarios to inform future training development.

### **Technology Update (3/23/2023)**

The ITSS department highlighted current project updates, system outages, and other related topics at our spring technology update. MessageBee, TLS-SIP2, SendGrid, and hosted platform migrations were all reviewed, as well as some plans for SWAN's on-premises infrastructure.

Ahren, Dave, Michael, and Vickie touched on several areas SWAN provides support beyond answering tickets. Automated and manual database maintenance, Pseudo Libraries, MobileStaff, and the offboarding process for SWAN member library staff that have left their organization.

### **Discovery & User Experience Advisory (3/23/2023)**

DUX discussed challenges with grouped records when looking for a specific illustrator or book cover. This is also a topic of discussion in the larger Aspen community, and Tara shared some work in progress to deal with these challenges.

DUX also selected a research topic to pursue this year: Better understand how patrons are accessing databases and identify ways to connect patrons to resources. In our future meetings, we will design research activities to address this topic.

## **Major Projects & Research**

### **Addison Public Library**

Addison Public Library staff training continues on a weekly basis. Topics covered in March include circulation basics, patron management, and the Aspen patron interface. Trainings are available on our support site under [SWAN101 Migration Training](#).

We will have our first major project meeting with Addison and SirsiDynix staff in mid-April with a review of the project timeline. Serious migration work will begin in May when Addison receives data extracts from their current ILS.

Addison administration staff have completed their application for the RAILS Catalog Membership Grant and submitted to SWAN for approval of the Executive Director. We are submitting the grant in RAILS's current fiscal year on their advice.

## Aspen Discovery

Aspen 23.03 was released on March 15<sup>th</sup>. This release primarily included features for library staff working in Aspen administration. Library staff can now be notified of new purchase suggestions placed through Aspen, which was a SWAN member library request. In addition, staff can reset uploaded custom covers, and SWAN staff have more tools to correct volume discrepancies.

## Security Initiatives

### Managed Detection & Response (MDR) Research

We are awaiting a revised quote from Arctic Wolf to reflect upcoming modifications to our on-premises infrastructure. We're also exploring formal quotes from at least one other vendor. In preparation for this MDR service, we have started looking at our current system alerting rules to ensure our monitoring server, Zabbix, is correctly tuned.

### TLS-SIP2 Migration

The Kanopy migration to OverDrive's encrypted authentication platform requires all customers with both Kanopy and OverDrive subscriptions to have block rules match between the two platforms. We have been in contact with libraries that require further review. Kanopy's authentication move is still planned for late April.

## Enhanced Patron Notifications – MessageBee

Since the end of March, we have been sending e-mail notices to non-SWAN ILL patrons in order to test the system. After some initial hiccups involving our messages getting marked as spam, these have been sent successfully for several weeks now.

The next step in our timeline is to start sending all SMS notices through MessageBee. The projected go-live date for this is April 26<sup>th</sup>. Before this change occurs, we will notify the membership.

We are scheduling MessageBee training shortly after this. We will be hosting two sessions in the range of May 9-11. Trainings will be cohosted by Unique and SWAN staff, and we will post the times as soon as we get confirmation from Unique.

We will be migrating the remainder of our e-mail notices after training is complete to give members an opportunity to fine-tune their template settings, create graphics, and request changes to their color schemes. We are aiming for this final step to take place in June.

## 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	ByWater - Aspen weekly check-in	All (UX Lead)	Partnerships
Alternate Wednesdays	Aspen Grouped Work Working Group	Administration, Bibliographic Services	Partnerships



3/2/2023	Aspen Gathering	User Experience, Bibliographic Services	Partnerships
3/6/2023	DEI in Metadata Networking Group LGBTQ+ Working Group	Administration	Partnerships
3/7/2023; 3/21/2023	Unique - MessageBee	All	Partnerships
3/16/2023	Aspen Partner Discussion on Grouped Works	User Experience, Bibliographic Services	Partnerships
3/21/2023	Aspen Community Meeting	Administration, Bibliographic Services, User Experience	Partnerships
3/29/2023	SWAN SureSailing	All	Partnerships
3/30/2023	Arctic Wolf Quote Review	Administration, Information Technology & System Support	Partnerships

### ALA CORE Interest Group Week

The Bibliographic Services team virtually attend the American Library Association’s CORE Interest Group Week March 6-10. Various topics highlighted were copy cataloging, managing and leading Technical Services, and workflow efficiency. Cynthia served as co-chair to the CORE Cataloging & Classification Research and hosted three presentations regarding diversity, equity, and inclusion in cataloging. A full listing of the week’s topics and group records are found at ALA’s Interest Group Week site: <https://www.ala.org/core/continuing-education/interest-group-week>.

## Group Purchases

### EBSCO database group purchase

Olivia is working with RAILS on next steps for the EBSCO group purchase. She will post the database selection form on April 24<sup>th</sup>, and our database orders will be due to RAILS May 24<sup>th</sup>. As usual, libraries will receive updated links to any new databases on June 30<sup>th</sup>.

### Comics Plus

Libraries can sign up or opt out of the current group discount by June 1<sup>st</sup>, and libraries staying in the discount will see a 3% cost increase starting July 1<sup>st</sup>. Library Pass conducted a demo of Comics Plus for interested SWAN member libraries on April 6<sup>th</sup>.

## Support, Documentation, and Training

Details on support tickets, documentation, and training.

### Outage tracking

A previously mentioned in the February report, SirsiDynix encountered an outage of their BLUEcloud services on March 6. SirsiDynix reported that several of their data centers suffered a Distributed Denial-of-Service (DDoS) attack, resulting in a complete outage of BLUEcloud services for approximately four hours. Our Aspen catalog encountered a brief window of degraded performance

during the morning of Friday, March 24<sup>th</sup>. This resulted in delayed or failed searches for approximately 90 minutes. ByWater investigated and determined that an IP address based in Germany was attempting a DDoS attack. The offending IP address was subsequently blocked. A similar event occurred on April 7<sup>th</sup> and this IP address was also blocked. ByWater will also explore the potential implications of doing some broader blacklisting of IP addresses to reduce the likelihood of recurrence.

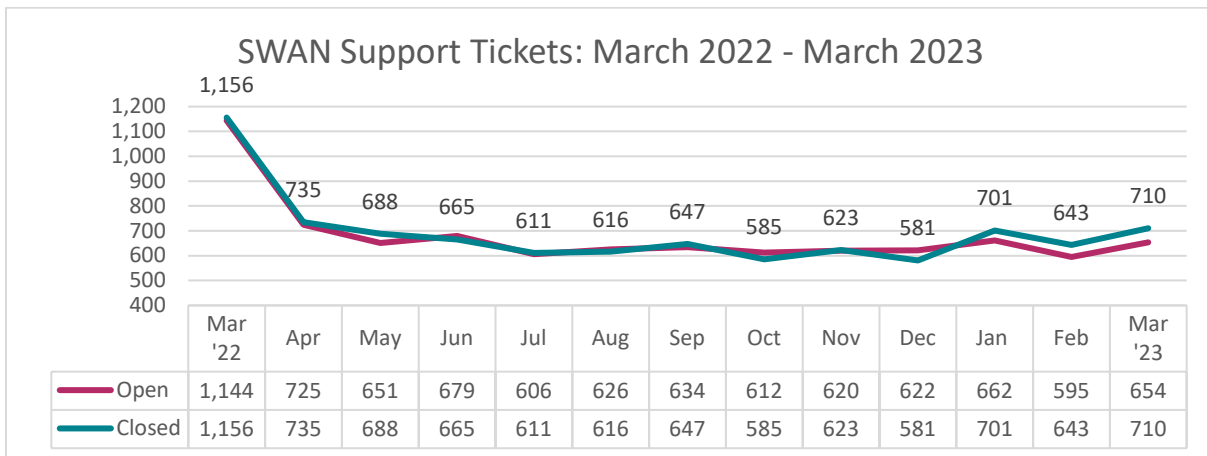
- 2018 – 99.986%
- 2019 – 99.992%
- 2020 – 99.989%
- 2021 – 99.993%
- 2022 – 99.992%
- 2023 – 99.992%

### System Maintenance & Outage Calendar

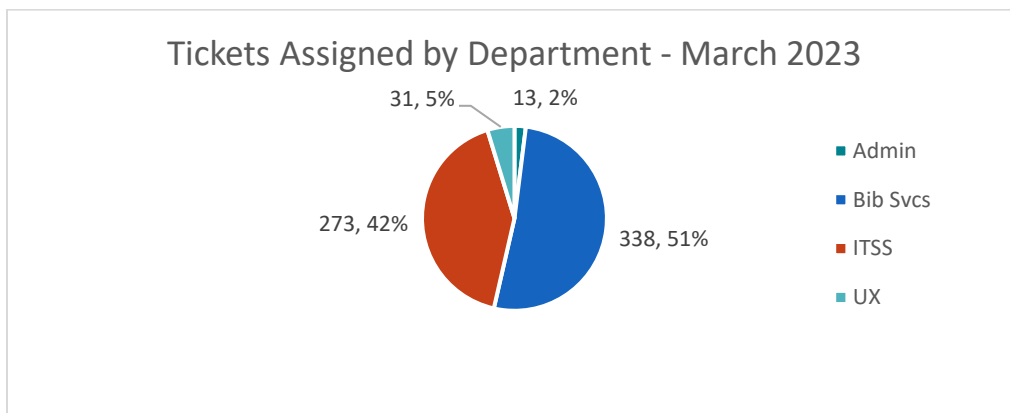
	BLUEcloud Service Outage	Mon 3/6/2023	Mon 3/6/2023	SirsiDynix BLUEcloud encountered a total outage around 9AM. All BLUEcloud...		SirsiDynix, Outage
	Enterprise Test removed from SaaS	Tue 3/14/2023	Tue 3/14/2023	Enterprise test instance removed by SD SaaS team		SirsiDynix
	Aspen Performance Issues	Fri 3/24/2023	Fri 3/24/2023	German IP address DDoS – blocked by ByWater		UX, Outage
	Aspen Performance Issues	Fri 4/7/2023	Fri 4/7/2023	Aspen encountered a period of high system load – ByWater resolved		UX, Outage

### Support Tickets

Data labels reflect tickets closed each month.



SWAN Support Tickets Opened/Closed in Past 12 Months



SWAN Support Tickets Assigned by Department

## Support Site

We are working on an upgrade from our content management system Drupal 7 to Drupal 9.

On April 7<sup>th</sup> we completed the final migration of content from our Drupal 7 site to the new Drupal 9 site. Crystal prepared a content review listing, and over the next three weeks, SWAN staff will review the migrated content for completeness. The support site team will continue to refine the site development and test functionality on the new site.

We have planned a go-live the week of May 1<sup>st</sup>. This project is primarily focused on the platform migration, with some minor style and functionality updates. Impact to library staff should be minimal and the current URL to the site and pages will not change (support.swanlibraries.net).

Following this migration, we'll be in a better place to make ongoing usability enhancements to our support site.

## Documentation Updates

In March, the IT team worked on updating the Technology & IT documentation. Some enhancements are live now, but the full update will be live when we launch the new support site.

Crystal added the [Circulation Managers Checklist](#) which provides a list of recommended training, documentation, and onboarding tasks for new managers.

Olivia updated the [Promotional Graphics](#) page with several promotional graphics for databases and e-resources available libraries can use and modify.

## On-site Training and Consultation

### Foreign Language Cataloging Review

Claudia Nickson visited Oak Lawn Public Library on April 12<sup>th</sup> to review cataloging foreign language records. This is partly in conjunction with an initiative by Cynthia Romanowski and the Bibliographic Services team to shore up practices regarding records for non-English materials and using properly-controlled authority headings. We've seen some degradation in the quality of cataloging in these areas and will be using site visits, membership meetings, and office hours to get our contributors back on track.

### Circulation Manager Mentor Program

The Circulation Advisory group has launched a circulation manager mentor program, designed to guide new managers through their first year in their new role.

Crystal, Sam, and Vickie will coordinate with Circulation Advisory mentors to and match them with new circulation managers. SWAN will check in with mentors and mentees throughout the process to ensure the success of the mentorship.

## **Training Modules & Recordings**

### **Learning Management System (SWAN Online Learning)**

In March, we added 29 new users to the SWAN Online Learning management system, including 3 staff from Addison Public Library.

The top completed courses are:

1. PS100: Circulation Basics
2. PS101: Patron Management
3. PS104: Patron Accounts Blocks & Notes
4. PS106: Lost Cards

We have also added new training modules on local cataloging topics:

1. TS300: General Local Practices in Cataloging
2. TS301: Local Practices in Book Cataloging

Two further local practice trainings are currently in development.

## **Staff Development**

### **API Training**

In April, 4 SWAN staff will undergo Symphony API training: Ahren Sievers, Vickie Totton, Sam Dietel, and Cynthia Romanowski. We are expanding the number of SWAN staff who have the ability to use Symphony's powerful API tools. Ahren and Vickie's roles on our IT & System Support team make them obvious candidates for training since they are often required to get creative with maintaining our policies and user data. Cynthia Romanowski will find much use of the tools for bibliographic and item maintenance. Finally, these tools should greatly enhance Sam's roles in acquisitions and migration policy profiling.

SWAN is hosting this training at our Quail Ridge office, and it will be led by Kat Stephens, a SirsiDynix Library Software Consultant who also leads our monthly SureSailing troubleshooting sessions. SWAN staff have a good relationship with Kat already.

We have a few other SWAN staff in mind for API training in the future.

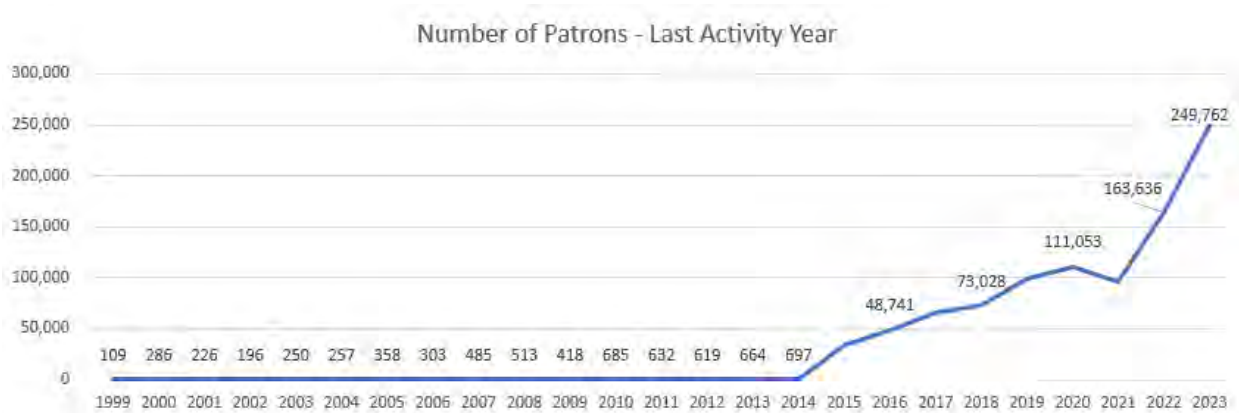
## **Maintenance**

### **Automatic Monthly Patron Record Removal**

On March 15<sup>th</sup>, we finally went forward with moving our patron purge threshold from >9 to >8 years. In March, 41,462 patron records were removed from the database. This was reduced from our total of

49,103 records targeted for that purge. The difference stems from staff action to retain certain patron records based on reports we had provided.

As of early April, there were 249,762 patrons active since start of 2023. Coupled with 2022 active users (163,636) this represents 42.00% of the total patron database. Since January 1, 2020, 63% of the total patron database has been active. As we continue to update and remove inactive users, the active percentage of patrons continues to increase. SWAN still recommends purging all patron records with last activity date prior to 1/1/2013 regardless of outstanding bills.



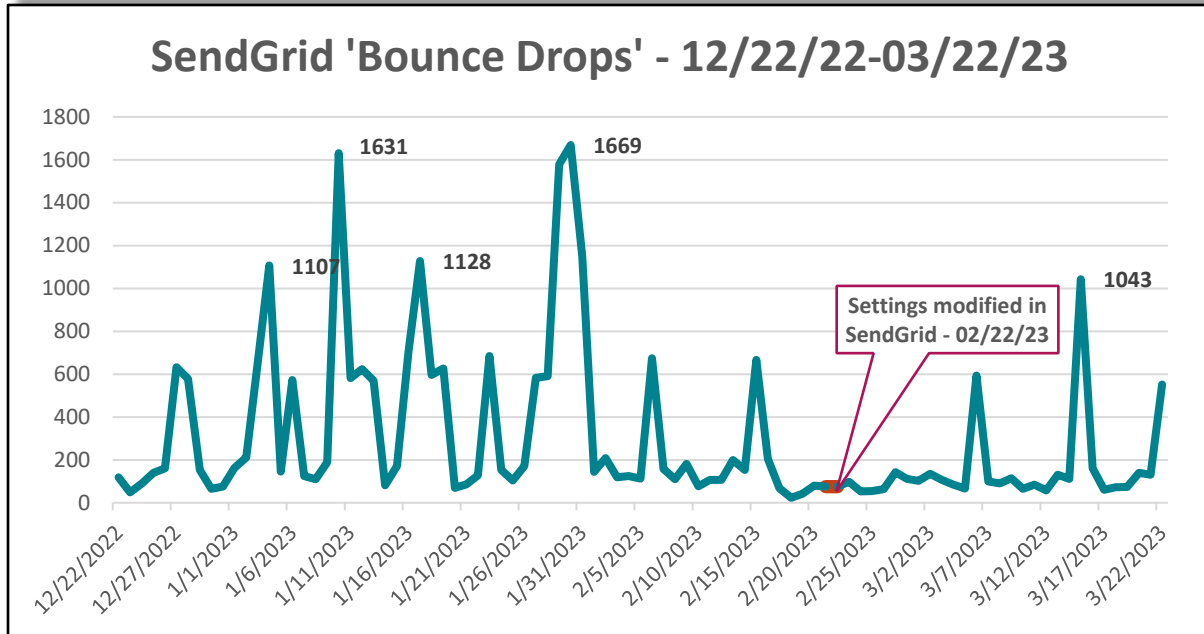
## Notification Monitoring

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 email notifications sent from SWAN to library users on behalf of member libraries. 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.

After observing the increased number of bounce drops, we worked with SendGrid to review several settings which would improve our overall deliverability. This required verification of our domain records with our domain provider, DNSMadeEasy. This verification was implemented on February 22<sup>nd</sup>. The graph below displays the bounce drop count from late December to late March. While our system is still normalizing after the bounce list was purged, we're seeing the larger peaks begin to level-off. We'll continue to monitor the SendGrid stats through the coming months.



Month/Yr	Total Emails Sent	Success Rate	Addresses		Messages			
			Email Addresses Bounced	Email marked SWAN as SPAM	Invalid Emails	Blocks	Bounce Drops	Spam drops
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
December, 2022	402,970	96.42% (400,868)	455	45	244	2,917	10,208	2,316
January, 2023	446,637	95.12% (443,495)	727	45	255	4,652	16,958	2,392

February, 2023	379,687	97.69% (377,512)	1,154	35	249	1,698	4,231	2,261
March, 2023	433,313	99.60% (431,561)	718	47	264	1,829	5,864	2,588

### Phone Notice Tracking

Phone notifications are sent through SWAN’s contracted service with Unique Management and relies on their MessageBee voice delivery system. The success rate increased slightly after a couple months of increase in failed calls. We’ll continue to monitor to see if the trend continues.

Month, Yr	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
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%
December, 2022	7,615	7,324	96.18%	282	3.70%
January, 2023	8,164	7,843	96.07%	308	3.77%
February, 2023	7,429	7,157	96.34%	263	3.54%
March, 2023	8,856	8,536	96.39%	302	3.41%

### 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%
December, 2022	28,851	49	36,780	65,680	70	992	498	97.62%

Month/Yr	Hold	Manual	Overdue	Total	Error Phone#	Error	Queued	Success %
January, 2023	36,587	55	38,495	75,137	82	1,150	518	97.67%
February, 2023	32,805	63	32,288	65,156	74	909	418	97.85%
March, 2023	35,179	58	40,173	75,410	75	948	541	97.93%

## 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
<b>Orig 2020</b>	99	111	69	152	98	129	88	102	76	62	56	46	<b>1,088</b>
<b>Copy 2020</b>	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	<b>24,467</b>
<b>Orig 2021*</b>	41	53	54	73	49	88	49	71	80	65	72	104	<b>799</b>
<b>Copy 2021*</b>	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367	1,463	2,295	1,802	<b>21,769</b>
<b>Orig** 2022</b>	84	143	93	57	106	97	52	133	87	74	55	77	<b>1,058</b>
<b>Copy** 2022</b>	1,808	2,283	2,059	2,299	2,239	1,886	1,976	2,706	1,944	1,918	2,010	2,275	<b>25,403</b>
<b>Orig 2023</b>	114	123	187										
<b>Copy 2023</b>	2,925	2,213	2,352										

### Catalog title and item counts

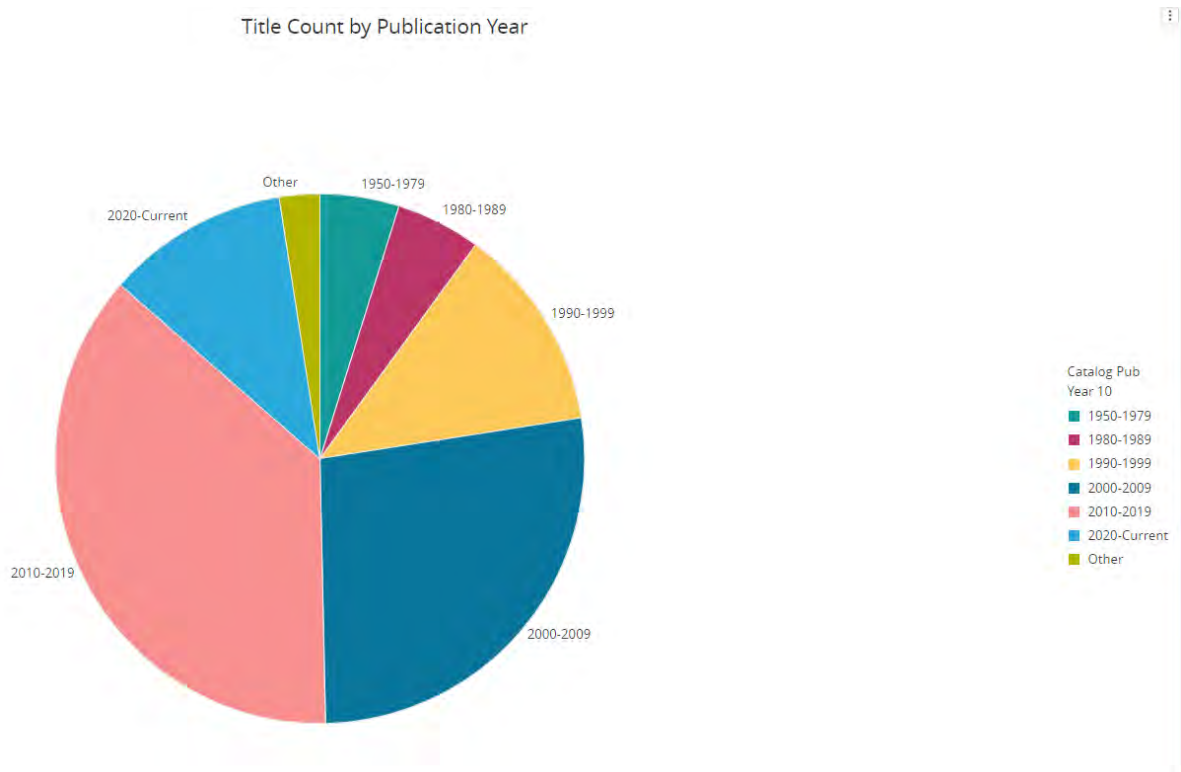
#### Title Count by Publication Year

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 1.43 million. Over 11% of the collection has a publication date of 2020 or later. Nearly half of the collection is from after 2010.

Catalog Pub Year(Group)	Number of Catalog Records	Percent to Total (Number of Catalog Records)
<b>Total</b>	<b>1,428,219</b>	<b>100.00%</b>
Other	35,575	2.49%
1950-1979	68,663	4.81%
1980-1989	74,021	5.19%



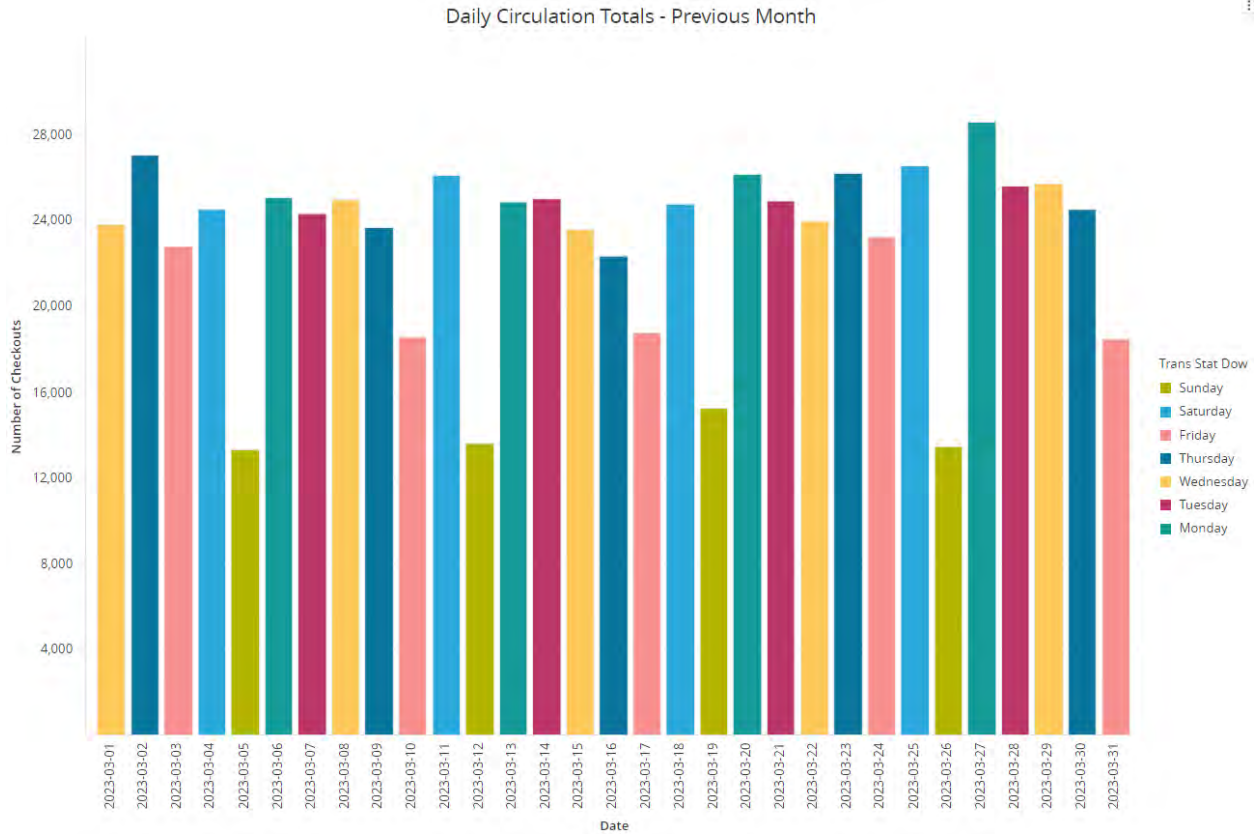
1990-1999	178,261	12.49%
2000-2009	387,455	27.15%
2010-2019	524,340	36.74%
2020-Current	158,928	11.14%



## Circulation

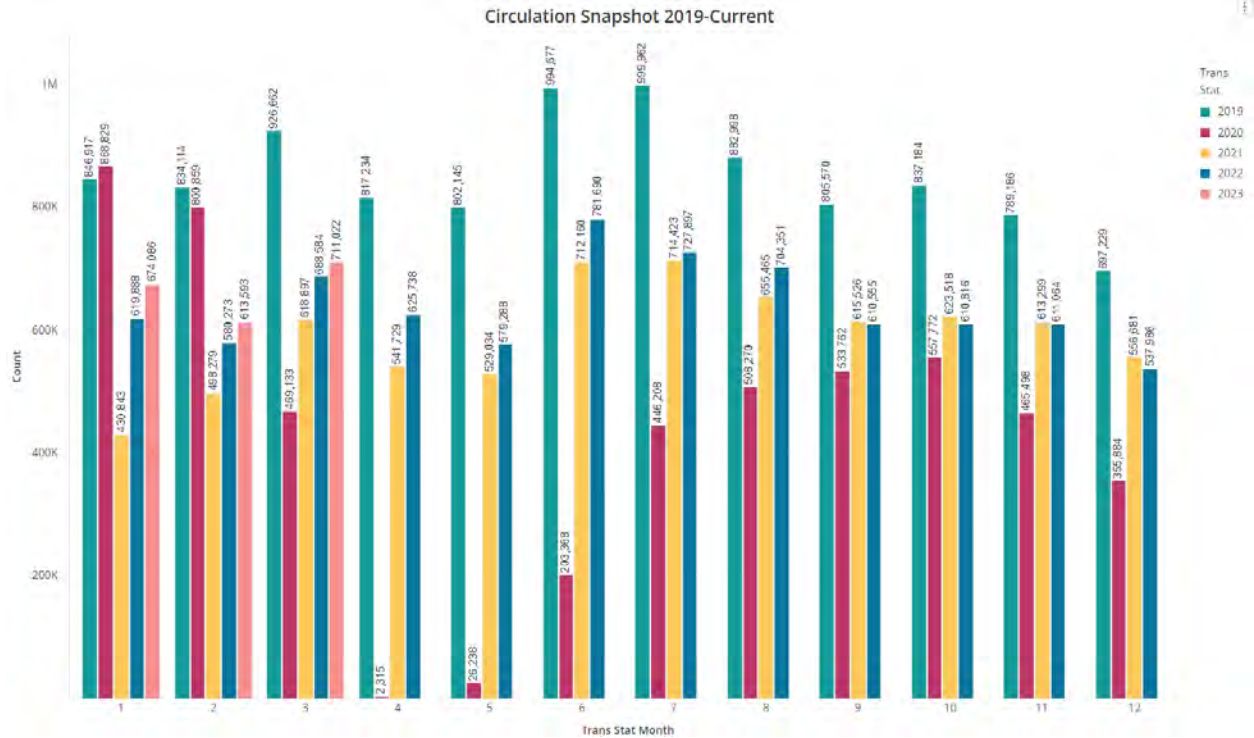
### Circulation in prior month

March circulation was over 710,000 items, up from last month.



**Monthly total comparison since 2019**

March circulation is up from 2022, marking 3 consecutive months of improvement, though the circulation count of 711,022 is still only a 77% circulation rate in comparison to March 2019.



## Holds

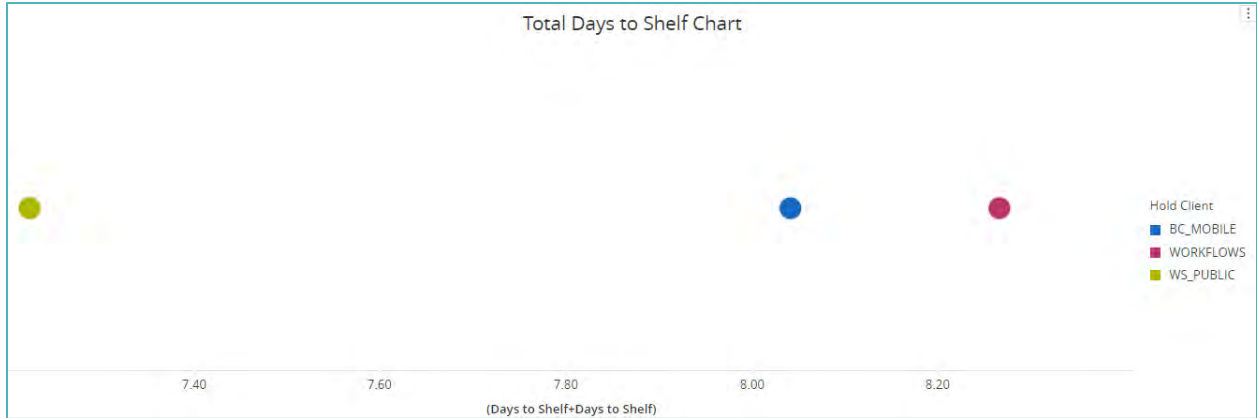
### Time to Fill Analysis

Time to fill has trended down across all hold-placement platforms. We are still seeing a difference of about a day between holds placed in Aspen (WS\_PUBLIC) vs BLUEcloud Mobile and by staff in Workflows. As a reminder the charts in these reports reflect the previous 6 months of activity. This month's chart reflects holds filled between October 1<sup>st</sup>, 2022 and March 31<sup>st</sup>, 2023.

Total Days to Shelf Chart

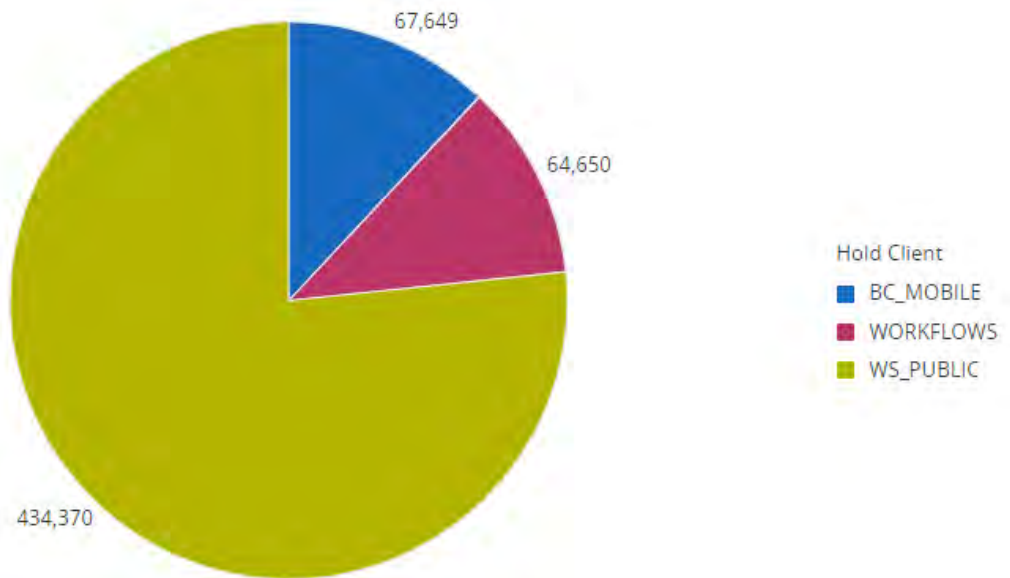


For comparison, here is the chart from last month's report (September 1<sup>st</sup>, 2022 through February 28<sup>th</sup>, 2023):



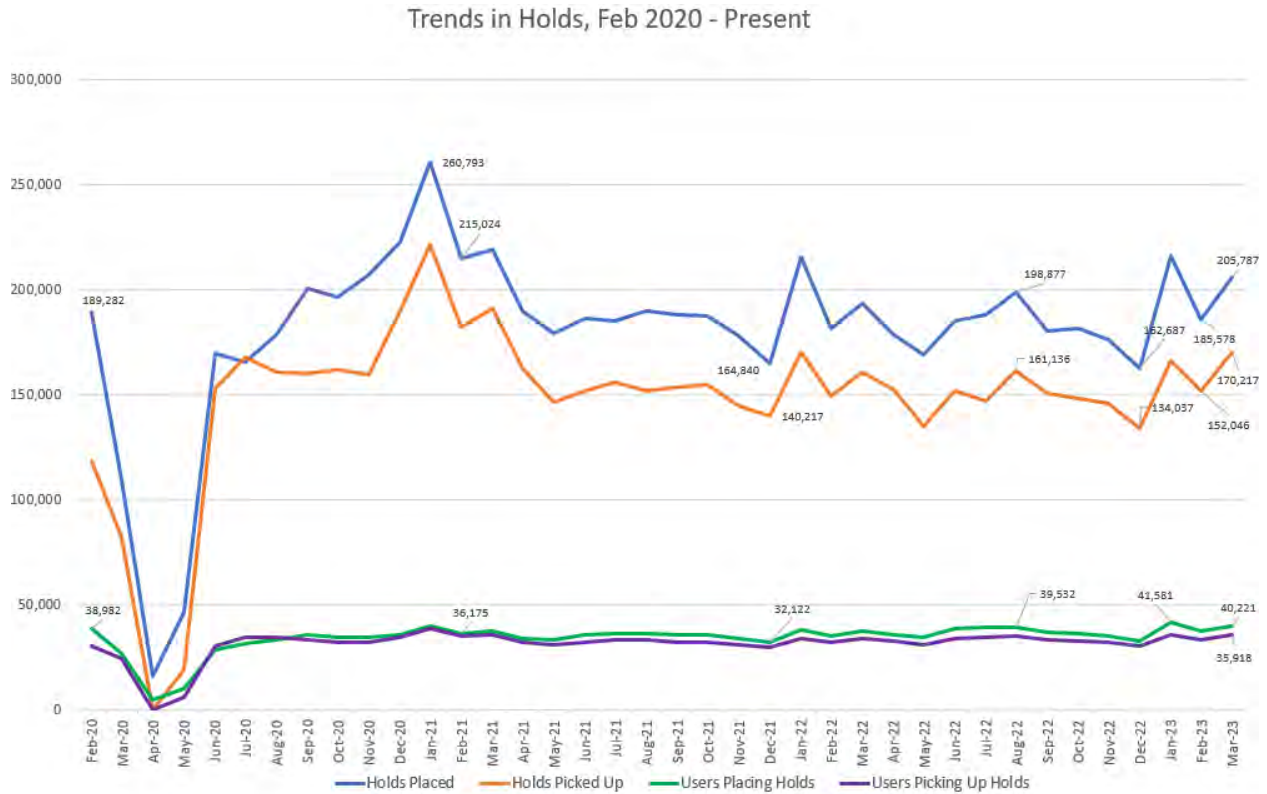
During the six-month period, 434,370 holds were placed and filled in Aspen, compared to 67,649 for BLUEcloud Mobile and 64,650 for WorkFlows. Over 75% of holds placed and filled, during this period were placed in Aspen.

By Hold Client Chart



## Hold Placement & Pick-up

The number of patrons placing holds was 40,221, with 205,787 total holds placed. This is a usual bounceback from a February slump you can observe in 2022 and 2021 as well. This is in contrast to total circulation counts, which are still lower.

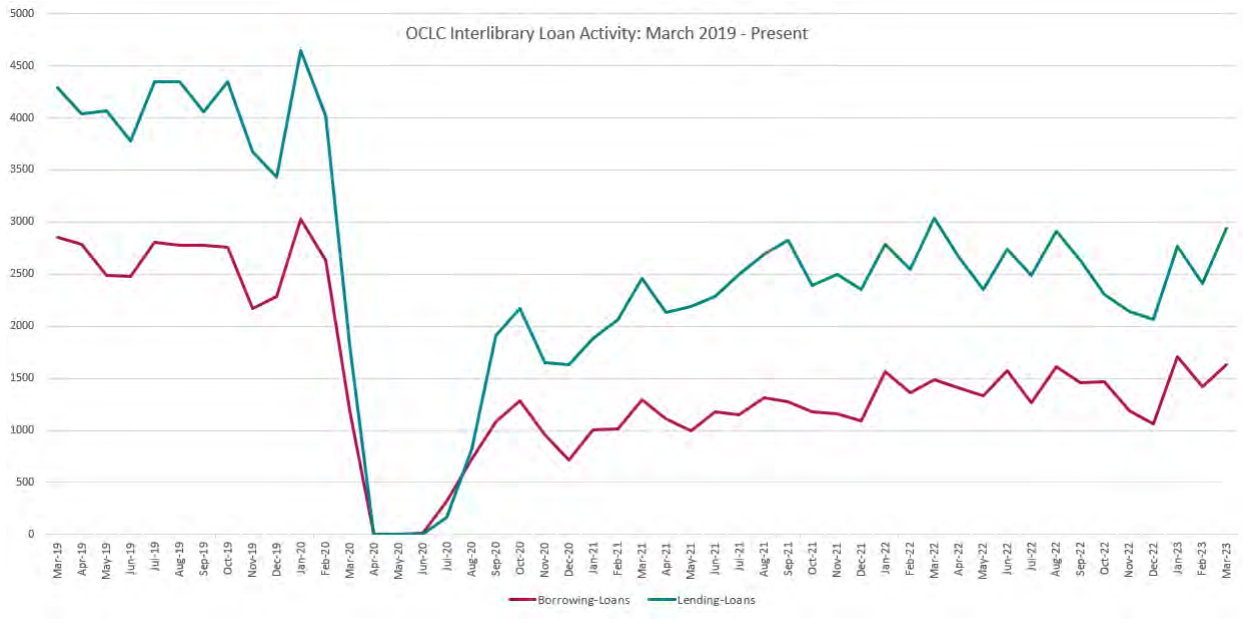


## Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 119,576 in February. Non-SWAN reciprocal borrowing included 23,682 checkouts.

### OCLC Worldwide Resource Sharing

Our combined OCLC interlibrary loan statistics show that SWAN continues to be a net lender. Despite an increase in borrowing activity, we saw a greater increase in lending activity. We lent 1.8 items for each item borrowed.

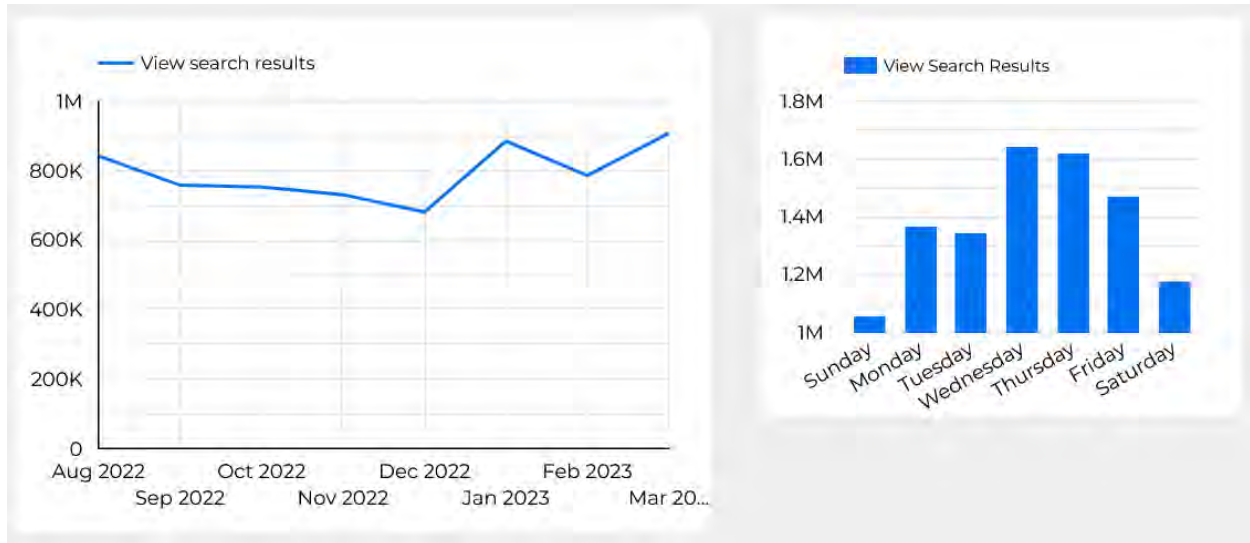


## Online Public Catalog - Aspen

### Top 25 Searches in Aspen (March 2023)

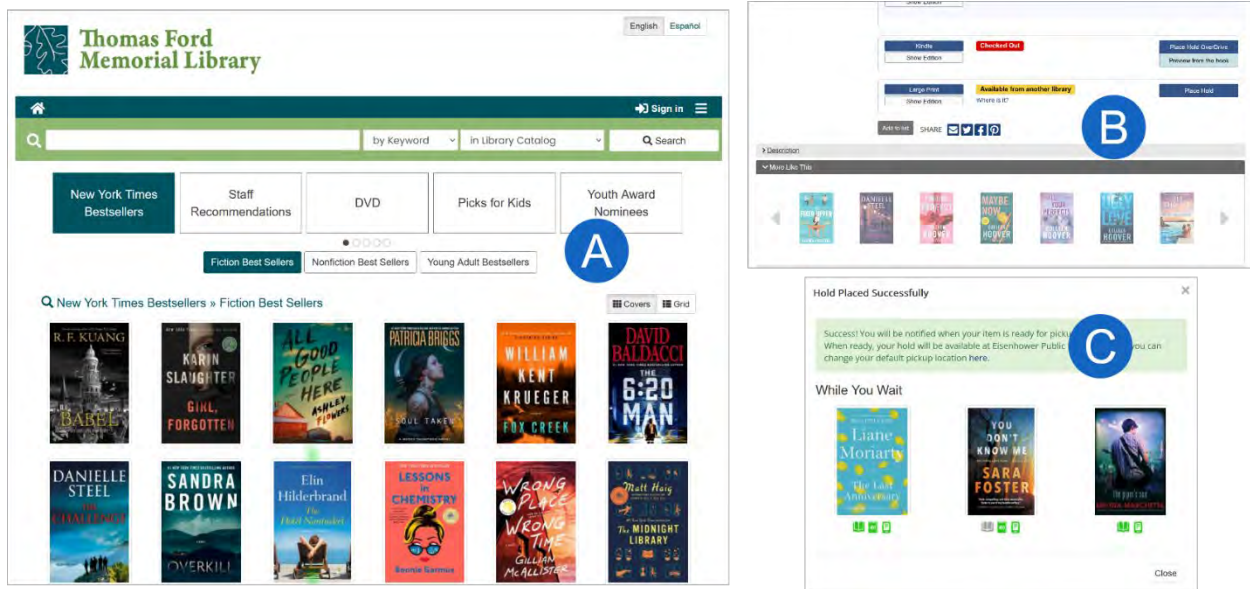
- |                      |                          |                     |
|----------------------|--------------------------|---------------------|
| 1. army book 3 grade | 9. best friends          | 18. everything      |
| 2. chew on this      | 10. lessons in chemistry | everywhere all at   |
| everything you don't | 11. spring               | once                |
| want to know about   | 12. ps4 games            | 19. movies          |
| fast food            | 13. the whale            | 20. harry potter    |
| 3. godzilla          | 14. nintendo switch      | 21. pokemon         |
| 4. ghost             | video games              | 22. dvd             |
| 5. benjamin franklin | 15. easter               | 23. james patterson |
| 6. chainsaw man      | 16. nintendo switch      | 24. it ends with us |
| 7. colleen hoover    | 17. historical fiction   | 25. spare           |
| 8. build it          |                          |                     |

## Results Pageviews in Aspen



## 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**

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

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

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
March 2022 (TBD)	Personnel Committee [if needed]	SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.
Friday, April 22, 2022	Regular SWAN Board Meeting (Midlothian)	Review and approve Board Self Evaluation Form; assign date for completion.
		Review proposed Bylaws changes (if any). Vote on recommendation to membership; send out SWANcom notification of amendment.
May 2022 (TBD)	SWANcom	Announce election info.
Friday, May 20, 2022	Regular SWAN Board Meeting (Bloomingtondale)	Review Board Self-Evaluation Results.
		Director Evaluation - Review document in preparation to complete for June. Assign deadline for completion.
Thursday, June 2, 2022	Quarterly	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 17, 2022	Regular SWAN Board Meeting (Bloomingtondale)	Review/Write Off Allowance for Doubtful Accounts
		RAILS provides FY24 consortial support grant applications to consortia.
		Director Evaluation - Provide results and discuss (Executive Session).
Thursday, June 30, 2022		OCLC State-wide Group Services Agreement Ends
Friday, July 1, 2022		SWAN FY23 Budget goes into effect
		FY23 RAILS LLSAP grant payments and in-kind services begin
Friday, July 15, 2022	Regular SWAN Board Meeting	Elect Officers: President, VP, Treasurer, Secretary & Complete Signature Card Changes for Bank Accounts. OMA Officers must complete training. Nominate for committees. Board self-evaluation.
Sunday, July 31, 2022		FY23 LLSAP Grant semiannual report due to RAILS
Friday, August 19, 2022	SWAN Expo	Annual conference at Moraine Valley Community College
Friday, August 19, 2022	Regular SWAN Board Meeting	If needed
Thursday, September 1, 2022	SWAN Quarterly Meeting	Introduce new SWAN Board members
Friday, September 16, 2022	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
Friday, October 21, 2022	Regular SWAN Board Meeting	Aaron begins work on FY24 budget, brings questions to SWAN Board if needed.
Friday, November 18, 2022	Regular SWAN Board Meeting	Board accepts FY22 audit.
		Aaron to bring FY24 Budget draft; Board discuss Fees and determines next steps
		Set Board approves meeting dates for 2023 calendar
Thursday, December 1, 2022	SWAN Quarterly Meeting	
Friday, December 16, 2022	Regular SWAN Board Meeting	Review of FY24 Budget Draft. Approve FY24 LLSAP grant agreement
January 2023 (TBD)	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
Friday, January 20, 2023	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
Tuesday, January 31, 2023		FY24 LLSAP Grant agreement due to RAILS
February 2023 (TBD)	SWAN Committee of the Whole Meeting	Meeting to discuss FY24 budget, fees, and reserves worksheet.

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

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

# Investment of Public Funds

The purpose of this policy statement is to outline the responsibilities, general objectives, and specific guidelines for management of SWAN funds by the SWAN Treasurer and Board. Its scope is all SWAN funds.

Reviewed and revised by the SWAN Board on 10/16/2015.

## **Responsibilities**

All investment policies and procedures of SWAN will be in accordance with Illinois Law. Administration and execution of these policies are the responsibility of the SWAN Treasurer and/or his/her designee.

## **Delegation of authority**

Management and administrative responsibility for the investment program is hereby delegated to the Treasurer and/or her/his designee.

The Treasurer and/or her his designee is responsible for establishing internal controls and written procedures for the operation of the investment program.

## **"Prudent person" standard**

All SWAN investment officers, including but not limited to the Treasurer and his/her designee, shall use a prudent person standard of care. This standard shall be applied in the context of managing an overall portfolio and specifies that investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital, as well as the probable income to be derived. Investment officers, acting in accordance with this Policy and the written procedures of SWAN, and exercising due diligence, shall be relieved of personal responsibility for a security's credit risk or market price/value changes, provided deviations from expectations are reported in a timely fashion and appropriate action is taken to control adverse developments.

## **Objectives**

In selecting financial institutions and investment instruments to be used, the following general objectives should be considered in the priority listed:

- Legality (conforming with all legal requirements)
- Safety (preserving capital and including diversification appropriate to the nature and amount of the funds)
- Liquidity (maintaining sufficient liquidity to meet current obligations and those reasonably to be anticipated)
- Yield (attaining a market rate of return on investments)
- Investments will be diversified as is possible based on the nature of the funds invested and the cash flow needs of those funds.

## Guidelines

The following guidelines should be used to meet the general investment objectives:

1. **Legality and Safety:**

Only investments consistent with the Public Funds Investment Act, 30 ILCS 235/1 et seq. will be permitted by this policy. Deposit accounts in banks or savings and loan institutions must be protected by FDIC insurance and will not exceed the amount insured by FDIC coverage (unless adequately collateralized as stated below).

2. **Liquidity:**

In general, investments should be managed to meet liquidity needs for four months operating expenses, based on forecasted needs, and any reasonably anticipated special needs.

3. **Yield-Return on investment:**

Within the constraints on Illinois law, considerations of safety, and this investment policy, every effort should be made to maximize return on investments made. All available funds will be placed in investments or kept in interest bearing deposit accounts.

3.4. **Simplicity of Management:**

The time required by library administrative staff to manage investments shall be kept to a minimum.

## Collateral

Funds on deposit in excess of FDIC limits will be secured by collateral. Investments in U.S. Treasuries or Federal Agencies do not require collateral. SWAN will accept the following as collateral:

1. U. S. Government Securities
2. Obligations of Federal Agencies
3. Obligations of Federal Instrumentalities
4. Obligations of the State of Illinois – rated A or higher

The amount of collateral provided is to have a current market value equal to at least 110% of the current amount by which SWAN funds on deposit (including accrued interest) exceed the FDIC insured amount. Maturities of collateral will be no more than five years longer than the maturity of the investment. Collateral with maturities of no more than ten (10) years longer than the maturity of the investment are acceptable if SWAN's deposits in excess of FDIC limits are collateralized at 115%.

The Treasurer will review the ratio of fair market value of collateral to the amount of funds secured monthly, and additional collateral will be required when the ratio declines below the 110% level.

Pledged collateral will be held in safekeeping by an independent third party bank, the Federal Reserve Bank, or the State Treasurer's Municipal Safekeeping account. The collateral will be held in accordance with an agreement with the institution that precludes the release of the pledged assets without authorized signatures; however, the agreement allows for an exchange of collateral of like value. Collateral transfers require the approval of the Treasurer or designee.

## **Reporting**

At least quarterly, the Treasurer or designee shall prepare a report that includes information regarding securities in the portfolio by class or type, book value, income earned and market value as of the report date. At least annually, the Treasurer and her/his designee shall review this Policy for any needed modifications and report to the Board on the investment portfolio, its effectiveness in meeting the needs of SWAN for safety, liquidity, rate of return, diversification and general performance. These reports will be available to the SWAN Membership upon request.

## **Internal controls**

In addition to these guidelines, the Treasurer and/or his/her designee shall establish a system of internal controls and written operational procedures designed to prevent fraud, loss, theft or misuse of funds.

## **Authorized financial institutions**

Any financial institution shall be considered and authorized only by the action of the SWAN Board upon the recommendation of the Treasurer. The Treasurer and/or her/his designee will maintain a list of financial institutions authorized to provide investment services.

## **Conflicts of interest**

SWAN Board members, the SWAN Executive Director and/or any SWAN employees who have personal business activities with an investment institution shall abstain from discussion, making recommendations and voting relative to investment of funds. Employees and investment officials shall disclose any material interests in financial institutions with which they conduct business. They shall further disclose any personal financial/investment positions that could be related to the performance of the investment portfolio. Employees and officers shall refrain from undertaking personal investment transactions with the same individual with whom business is conducted on behalf of SWAN.

No person acting as Treasurer or investment advisor for the SWAN, or who is employed in any similar capacity by or for the SWAN, may do any of the following:

1. Have any interest, directly or indirectly, in any investments in which the SWAN is authorized to invest.
2. Have any interest, directly or indirectly, in the sellers, sponsors, or managers of those investments.
3. Receive, in any manner, compensation of any kind from any investments in which the SWAN is authorized to invest.

## **Diversification**

SWAN shall diversify its investments to the best of its ability based on the type of funds invested and the cash flow needs of those funds. Diversification can be by investment type, number of institutions invested in, and or length of maturity.

## **Types of Investments**

SWAN follows the provisions of 30 ILCS 235, the Public Funds Investment Act, for all of its investments. These investments may include:

- A. Bonds, notes, certificates of indebtedness, treasury bills or other securities.
  - B. Bonds, notes debentures or other similar obligations of the United States of America or its agencies.
  - C. Interest-bearing savings accounts, interest-bearing certificates of deposit or interest-bearing time deposits or any other investments constituting direct obligations of any bank as defined by the Illinois Banking Act.
  - D. Short-term obligations of corporations organized in the United States with assets exceeding \$500,000.
  - E. Money market mutual funds registered under the Investment Company Act of 1940. Investments may be made only in banks which are insured by the F.D.I.C.
  - F. Any public agency may also invest any public funds in the Illinois Funds, created under Section 17 of the State Treasurer's Act.
- A.G. Illinois Metropolitan Investment Fund local government investment pool.

# SWAN statement on Compliance with the Decennial Committee on Local Government Efficiency

**Act, 50 ILCS 70/1 et seq. 50 ILCS 70/1 et seq. requires public library districts and other units of local government to form a committee to study local efficiencies**

The new law requires library districts to issue a report within the guidelines set by the Act. It is recommended that as part of the report that district libraries list intergovernmental agreements and outline efficiencies and cost savings through participation.

SWAN is providing this information to member libraries to assist with their report, as SWAN is an agency of Illinois formed under the Intergovernmental Cooperation Act, and each member library has an approved [intergovernmental agreement](#) which effectively creates SWAN (known officially as System Wide Automate Network).

## Library Districts in SWAN

Acorn Public Library District	LaGrange Park Public Library District
Alsip-Merrionette Park Public Library District	Matteson Area Public Library District
Batavia Public Library District	Maywood Public Library District
Bedford Park Public Library District	McCook Public Library District
Beecher Community Library District	Nancy L. McConathy Public Library District
Bensenville Community Public Library District	North Riverside Public Library District
Broadview Public Library District	Northlake Public Library District
Crestwood Public Library District	Prairie Trails Public Library District
Crete Public Library District	Richton Park Public Library District
Dolton Public Library District	River Grove Public Library District
Eisenhower Public Library District	Riverdale Public Library District
Frankfort Public Library District	Roselle Public Library District
Franklin Park Public Library District	Saint Charles Public Library District
Geneva Public Library District	Steger-South Chicago Heights Public Library District
Glenside Public Library District	Stickney-Forest View Public Library District
Glenwood-Lynwood Public Library District	Sugar Grove Public Library District
Grande Prairie Public Library District	Summit Public Library District
Green Hills Public Library District	Town and Country Public Library District
Harvey Public Library District	University Park Public Library District
Hodgkins Public Library District	Warrenville Public Library District
Homewood Public Library District	West Chicago Public Library District
Indian Prairie Public Library District	William Leonard Public Library District
Justice Public Library District	Wood Dale Public Library District
Kaneville Public Library District	Worth Public Library District



## Report template & intergovernmental agreement with SWAN

RAILS has provided guidance on the steps required by libraries to comply with the law and has provided a template of the report to complete and that is available online, along with the overview of the law.

Overview: FAQ Decennial Committees on Local Government Efficiency Act.

Memo & Report template: Sample library report for compliance with Decennial Committees on Local Government Efficiency Act (Exhibit A).

The report template has a section for intergovernmental agreements, within which the library that is a member of SWAN should list. The section below is provided to assist libraries in completing the report. These are suggestions

### **VI. Intergovernmental Agreements We partner with or have Intergovernmental Agreements with the following other governments (list as many as you have):**

#### **Entity:**

SWAN Library Services (System Wide Automation Network) is an Illinois Intergovernmental Instrumentality formed under Act 5 ILCS 220/1, entitled the "Intergovernmental Cooperation Act" to provide libraries a technology platform designed to bring library collections and registered residents into a network for ease of access and sharing.

#### **Services Offered:**

Technology: the most recent technology cost analysis conducted with library districts, participation in SWAN saves the library \$54,254 per year.<sup>1</sup> The analysis included library technology listed below.

- Library vendor annual maintenance
- Hosting/Software-as-a-service of Library Services Platform
- Enhanced Content Subscription
- Statewide library resource sharing platform annual subscription
- Catalog authority service updates
- EBSCO Novelist Select
- Online library cardholder authentication service
- Online library card sign- up
- Library mobile app
- Server software and hardware licensing
- Notice printing cost
- Patron notification via text messaging
- Patron notification via automated telephony
- Library personnel costs supporting above services

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<sup>1</sup> Based on actual expenses for the libraries Roselle, Glenside, and Warrenville using the total expenses paid as a standalone and subtracting SWAN membership fee resulted in an average annual savings of \$54,254 after joining SWAN.

Shared library collection: The most important savings to a library participating in SWAN is through coordinated effort in providing Illinois residents access to books and other materials.

In a single year, [Your library] borrowed [insert Loan To (Borrowed) number] items through SWAN, which would have cost the Library [insert Cost Savings number] if the library instead purchased those materials for its collection.

Ease of access to libraries: Visits to neighboring libraries to borrow materials is simplified under the cooperation under SWAN.

[Your library] patrons visited neighboring public libraries in the SWAN network of libraries and checked out [insert number] of items in a single year.

Collection cost: The SWAN consortium of libraries through its collective effort has succeeded in building an online collection of 8 million items. The combined cost of the 100 library's collection is \$168.5 million.<sup>2</sup>

## Library Metrics

### Ease of access

Under the services offered, the ease of access to libraries could cite the activity of your library patrons acting as reciprocal borrowers at other SWAN member libraries. We have provided the check-out activity of your library patrons at other libraries in the chart below.

Name	Your library patron activity as RB in FY2022
Acorn Public Library District	3,421
Alsip-Merrionette Park Public Library District	19,055
Batavia Public Library District	42,816
Bedford Park Public Library District	2,731
Beecher Community Library District	1,596
Bensenville Community Public Library District	3,221
Broadview Public Library District	1,129
Crestwood Public Library District	4,771
Crete Public Library District	9,521
Dolton Public Library District	169
Eisenhower Public Library District	50,934
Frankfort Public Library District	13,865
Franklin Park Public Library District	7,980

<sup>2</sup> The cost is based on item price within SWAN's shared collection, which totals \$165,538,541. Items with cost information \$1,000 or greater excluded as probable errors or non-circulating equipment. Items with no item price populated were included and calculated as \$0.

<b>Name</b>	<b>Your library patron activity as RB in FY2022</b>
Geneva Public Library District	64,394
Geneva Public Library District - Drive Up Window	45,328
Glenside Public Library District	11,036
Glenwood-Lynwood Public Library District	1,735
Grande Prairie Public Library District	1,829
Green Hills Public Library District	7,872
Harvey Public Library District	215
Hodgkins Public Library District	2,354
Homewood Public Library District	16,283
Indian Prairie Public Library District	42,095
Indian Prairie Public Library District - Drive Up Windows	22,195
Justice Public Library District	468
Kaneville Public Library District	864
LaGrange Park Public Library District	37,700
Matteson Area Public Library District	5,397
Matteson Area Public Library District - Locker	5
Maywood Public Library District	255
McCook Public Library District	1,511
Nancy L. McConathy Public Library District	1,108
North Riverside Public Library District	4,890
North Riverside Public Library District - Locker	11
Northlake Public Library District	5,292
Prairie Trails Public Library District	1,940
Richton Park Public Library District	3,234
River Grove Public Library District	585
Riverdale Public Library District	105
Roselle Public Library District	3,922
St Charles Public Library District	44,209
St Charles Public Library District - Drive Up Window	33,648
Steger-South Chicago Heights Public Library District	1,735
Stickney-Forest View Public Library District	6,475
Sugar Grove Public Library District	1,426
Summit Public Library District	210
Town and Country Public Library District	5,369
University Park Public Library District	131
Warrenville Public Library District	8,782
West Chicago Public Library District	2,015
William Leonard Public Library District	1
Wood Dale Public Library District	3,395
Worth Public Library District	2,152

## Shared Library Collection

ILL activity could be cited in terms of a dollar figure in what it would cost to acquire that material to sufficiently supply requested material not held or unavailable to the library. We have used data from fiscal year 2020 as reported via IPLAR/IMLS public libraries.

Library District	Loan To (Borrowed) 2020	Loan From (Loaned) 2020	Number of items in collection 2023_03	Cost of collection (Sum Item Price)	Average Item Cost	Percentage of Consortium holdings	Percentage of collection Borrowed	Percentage of collection Loaned	Estimated cost savings of borrowing (*based on \$20 per item cost)
Acorn Public Library District	12219	10930	60,524	\$1,144,710.20	\$18.91	0.79%	20.19%	18.06%	\$244,380.00
Alsip-Merrionette Park Public Library District	22872	10356	100,746	\$1,883,537.24	\$18.70	1.31%	22.70%	10.28%	\$457,440.00
Batavia Public Library District	83841	79952	240,071	\$4,132,742.99	\$17.21	3.12%	34.92%	33.30%	\$1,676,820.00
Bedford Park Public Library District	4486	731	36,345	\$828,366.66	\$22.79	0.47%	12.34%	2.01%	\$89,720.00
Beecher Community Library District	2482	4284	27,662	\$589,417.87	\$21.31	0.36%	8.97%	15.49%	\$49,640.00
Bensenville Community Public Library District	12136	8058	63,897	\$1,322,146.18	\$20.69	0.83%	18.99%	12.61%	\$242,720.00
Broadview Public Library District	3677	1392	39,352	\$831,484.44	\$21.13	0.51%	9.34%	3.54%	\$73,540.00
Crestwood Public Library District	5252	3945	58,945	\$1,247,099.22	\$21.16	0.77%	8.91%	6.69%	\$105,040.00
Crete Public Library District	6529	10798	63,331	\$1,090,121.97	\$17.21	0.82%	10.31%	17.05%	\$130,580.00
Dolton Public Library District	2392	945	51,747	\$1,188,957.88	\$22.98	0.67%	4.62%	1.83%	\$47,840.00
Eisenhower Public Library District	35990	29291	164,334	\$3,881,197.23	\$23.62	2.13%	21.90%	17.82%	\$719,800.00
Frankfort Public Library District	16190	32723	101,078	\$2,214,617.71	\$21.91	1.31%	16.02%	32.37%	\$323,800.00
Franklin Park Public Library District	15076	5174	113,561	\$1,663,847.93	\$14.65	1.48%	13.28%	4.56%	\$301,520.00
Geneva Public Library District	21814	52550	120,584	\$2,076,192.43	\$17.22	1.57%	18.09%	43.58%	\$436,280.00
Glenside Public Library District	785	1381	103,419	\$2,121,856.83	\$20.52	1.34%	0.76%	1.34%	\$15,700.00
Glenwood-Lynwood Public Library District	4890	6238	54,871	\$1,152,463.34	\$21.00	0.71%	8.91%	11.37%	\$97,800.00
Grande Prairie Public Library District	7963	6266	65,975	\$1,506,269.43	\$22.83	0.86%	12.07%	9.50%	\$159,260.00
Green Hills Public Library District	125	82	68,286	\$1,498,556.43	\$21.95	0.89%	0.18%	0.12%	\$2,500.00
Harvey Public Library District	13800	11208	54,344	\$1,228,662.29	\$22.61	0.71%	25.39%	20.62%	\$276,000.00
Hodgkins Public Library District	2210	5871	30,097	\$606,263.19	\$20.14	0.39%	7.34%	19.51%	\$44,200.00
Homewood Public Library District	10347	19679	87,032	\$2,190,380.30	\$25.17	1.13%	11.89%	22.61%	\$206,940.00
Indian Prairie Public Library District	27010	38511	153,783	\$2,814,975.60	\$18.30	2.00%	17.56%	25.04%	\$540,200.00
Justice Public Library District	3417	1285	47,656	\$918,482.78	\$19.27	0.62%	7.17%	2.70%	\$68,340.00
Kaneville Public Library District	1243	736	16,821	\$217,202.82	\$12.91	0.22%	7.39%	4.38%	\$24,860.00
LaGrange Park Public Library District	13022	15377	55,933	\$1,265,906.99	\$22.63	0.73%	23.28%	27.49%	\$260,440.00
Matteson Area Public Library District	17693	6021	77,375	\$1,692,579.73	\$21.88	1.01%	22.87%	7.78%	\$353,860.00
Maywood Public Library District	6191	1173	43,021	\$756,071.54	\$17.57	0.56%	14.39%	2.73%	\$123,820.00
McCook Public Library District	4637	909	26,888	\$589,436.54	\$21.92	0.35%	17.25%	3.38%	\$92,740.00
Nancy L. McConathy Public Library District	2792	1474	38,655	\$867,459.07	\$22.44	0.50%	7.22%	3.81%	\$55,840.00
North Riverside Public Library District	6469	4877	47,482	\$1,003,072.41	\$21.13	0.62%	13.62%	10.27%	\$129,380.00

Library District	Loan To (Borrowed) 2020	Loan From (Loaned) 2020	Number of items in collection 2023_03	Cost of collection (Sum Item Price)	Average Item Cost	Percentage of Consortium holdings	Percentage of collection Borrowed	Percentage of collection Loaned	Estimated cost savings of borrowing (*based on \$20 per item cost)
Northlake Public Library District	9382	7825	81,617	\$1,836,948.78	\$22.51	1.06%	11.50%	9.59%	\$187,640.00
Prairie Trails Public Library District	8238	8238	100,144	\$2,261,905.40	\$22.59	1.30%	8.23%	8.23%	\$164,760.00
Richton Park Public Library District	5112	2844	70,510	\$1,509,184.35	\$21.40	0.92%	7.25%	4.03%	\$102,240.00
River Grove Public Library District	4699	3069	20,681	\$399,058.09	\$19.30	0.27%	22.72%	14.84%	\$93,980.00
Riverdale Public Library District	1570	1492	21,235	\$438,983.58	\$20.67	0.28%	7.39%	7.03%	\$31,400.00
Roselle Public Library District	763	1572	98,817	\$2,207,507.54	\$22.34	1.28%	0.77%	1.59%	\$15,260.00
Saint Charles Public Library District	37343	42353	251,084	\$4,385,804.64	\$17.47	3.26%	14.87%	16.87%	\$746,860.00
Steger-South Chicago Heights Public Library District	4306	3071	31,253	\$671,674.81	\$21.49	0.41%	13.78%	9.83%	\$86,120.00
Stickney-Forest View Public Library District	3447	6347	36,941	\$807,574.25	\$21.86	0.48%	9.33%	17.18%	\$68,940.00
Sugar Grove Public Library District	14152	5414	61,122	\$1,280,000.63	\$20.94	0.79%	23.15%	8.86%	\$283,040.00
Summit Public Library District	3031	1006	50,500	\$894,324.72	\$17.71	0.66%	6.00%	1.99%	\$60,620.00
Town and Country Public Library District	10334	11328	56,936	\$1,252,956.68	\$22.01	0.74%	18.15%	19.90%	\$206,680.00
University Park Public Library District	1341	3216	33,011	\$636,873.86	\$19.29	0.43%	4.06%	9.74%	\$26,820.00
Warrenville Public Library District	369	1982	79,146	\$1,689,855.19	\$21.35	1.03%	0.47%	2.50%	\$7,380.00
West Chicago Public Library District	7141	11616	85,483	\$1,633,863.30	\$19.11	1.11%	8.35%	13.59%	\$142,820.00
William Leonard Public Library District	4768	159	14,927	\$369,893.09	\$24.78	0.19%	31.94%	1.07%	\$95,360.00
Wood Dale Public Library District	16520	5562	67,961	\$1,416,598.04	\$20.84	0.88%	24.31%	8.18%	\$330,400.00
Worth Public Library District	3052	3706	38,450	\$932,707.53	\$24.26	0.50%	7.94%	9.64%	\$61,040.00



# SWAN Board Self-Evaluation

The SWAN Board self-evaluation questionnaire is intended for the current representatives of the board to assess the effectiveness of its meetings, relationship with the SWAN Executive Director, and the individual representative's responsibilities.

## Board meeting effectiveness

**Board meetings start on time and end in a timely fashion (3 hours or less) \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**Board members follow a well-planned meeting agenda. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**Every board member has an opportunity to be heard. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**The President of the Board is skilled at managing different points of view. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**The President of the Board is effective in delegating responsibility among board members. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

# Board Member Responsibilities

**There is an orientation for new board members. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**I have a good record of meeting attendance. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**I read the minutes, reports & other materials in advance of our board meetings. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**I participate fully in discussions and feel free to express my opinions. \***

- Strongly Agree
- Agree
- Neutral



- Disagree
- Strongly Disagree

**I am familiar with the SWAN's by-laws. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**I serve on a committee. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**I represent the broad interests of SWAN and all of the membership. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**I am an advocate for resource sharing within SWAN and the larger library community. \***

- Strongly Agree
- Agree
- Neutral
- Disagree

Strongly Disagree

**We have a strategic plan that is updated on a regular basis. \***

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

**Meeting agendas for the Board and Committees clearly reflect our strategic plan. \***

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

**Policies are regularly reviewed and revised as necessary. \***

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

## Board relationship with Executive Director

**We have a clear understanding of where the Board's role ends and the Executive Director's begins. \***

Strongly Agree

- Agree
- Neutral
- Disagree
- Strongly Disagree

**There is a good communication between the Board and the Executive Director. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**The Board has discussed and communicated to the Executive Director the kinds of information and level of detail we require. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**There is a formal process for the evaluation of the Executive Director. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**The Board trusts the judgement of the Executive Director. \***

- Strongly Agree

- Agree
- Neutral
- Disagree
- Strongly Disagree

**The Board does not give direction to the staff or set priorities, management of SWAN is the responsibility of the Executive Director. \***

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**Your Name**

**Job Title**

**Submit**