SWAN BOARD MEETING AGENDA

May 19, 2023 9:30 a.m.

Palos Heights Public Library
12501 South 71st Avenue
Palos Heights, IL 60463-1595

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 May 19, 2023 SWAN Board Meeting Agenda

    RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 19, 2023 SWAN BOARD
    MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, April 2023 (Exhibit pgs. 3-19)

    a. Balance sheet and detail of expenditures for April 2023
    b. Approval of the payment of bills for April 1, 2023, through April 30, 2023 in the amount of
        $159,640.86

        RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR APRIL 1
        THROUGH APRIL 30, 2023 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF
        EXPENDITURES FOR APRIL 2023

5. Action Item – Acceptance of the April 21, 2023, SWAN Board Meeting Minutes (Exhibit pgs. 20-23)

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

6. Reports

    a. Board President Report
    b. Executive Director Report   (Exhibit pgs. 23-26)
    c. Operations Report   (Exhibit pgs. 27-47)
    d. Treasurer Report
    e. Board Calendar   (Exhibit gs. 48-49)

7. Action Item – Write-off of unpaid invoices   (Exhibit pg. 50)

8. Discussion Item – Bootlegged material in SWAN catalog (Exhibit pgs. 51-53)

9. Discussion Item—SWAN Board evaluation results

10. Discussion Item – SWAN June 1, 2023 Quarterly agenda (Exhibit pg. 54)

11. Adjournment

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

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

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SWAN Library Services
Balance Sheet
As of April 30, 2023

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	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	$ 1,475,957.88
Hinsdale Bank - MM - 5010	1,445,695.95
Propay Funds	$ 42.86
Total Cash and Cash Equivalents	$ 2,921,696.69
Current Assets	
Accounts Receivable	255,608.62
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	83,086.84
Spares Inventory	1,732.50
Total Current Assets	$ 363,895.04
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	$ 3,304,464.74
LIABILITIES	
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
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,452,167.46
Total Beginning Net Assets	2,452,167.46
Current YTD Net Income	641,957.75
Total Fund Balance	3,094,125.21
Total Liabilities and Fund Balances	$ 3,304,464.74

Statement of Revenue and Expenses Summary
For the 10 Months Ended April 30, 2023

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$746,225.11	$2,998,899.17	$3,003,359.00	$ 4,459.83	99.85%
4100 - Membership Reimbursements	236.92	460,670.98	445,686.00	(14,984.98)	103.36%
4200 - Reimbursement for Losses	7,707.01	39,365.88	50,000.00	10,634.12	78.73%
4300 - Grant Revenue	131,845.25	527,381.00	527,381.00	-	100.00%
4400 - Registration & Event Receipts	-	3,330.00	12,000.00	8,670.00	27.75%
4500 - Investment & Interest	5,764.22	31,039.39	1,000.00	(30,039.39)	3,103.94%
4600 - Reserve Fund Transfer	-	-	34,000.00	34,000.00	0.00%
Total Revenue	895,494.12	4,095,796.96	4,143,426.00	47,629.04	98.85%
Expenses					
5000 - Salaries & Wages	109,816.14	1,195,761.23	1,546,800.00	351,038.77	77.31%
5020 - Personnel Benefits	32,485.53	345,113.34	494,900.00	149,786.66	69.73%
5100 - Building & Grounds	10,894.31	110,408.96	124,270.00	13,861.04	88.85%
5200 - Professional Development	990.00	6,407.06	20,000.00	13,592.94	32.04%
5300 - Membership Development	36.09	475.17	3,900.00	3,424.83	12.18%
5400 - Information & Technology Services	31,477.40	1,183,077.01	1,238,600.00	55,522.99	95.52%
5500 - General Office	255.09	2,464.48	2,100.00	(364.48)	117.36%
5600 - Hardware & Equipment	-	8,656.28	55,800.00	47,143.72	15.51%
5700 - Insurance	-	14,042.00	11,100.00	(2,942.00)	126.50%
5800 - Contractual Services	9,629.31	63,283.57	70,200.00	6,916.43	90.15%
5900 - Library Materials & Content	15,262.29	516,932.37	564,006.00	47,073.63	91.65%
6000 - Interest & Fees	-	1,454.24	5,050.00	3,595.76	28.80%
6100 - Other Expenses	-	-	3,607.00	3,607.00	0.00%
Total Expenses	210,846.16	3,453,839.21	4,147,033.00	693,193.79	83.28%
Excess Revenues less Expenses	$ 684,647.96	$ 641,957.75	$ (3,607.00)	$ (645,564.75)	

Statement of Revenue and Expenses
For the 10 Months Ended April 30, 2023

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 746,225.11	$ 2,995,260.17	$ 2,999,659.00	$ 4,398.83	99.85%
4011 - SWAN Internet Access Membership Fees	0.00	3,639.00	3,700.00	61.00	98.35%
4190 - Member Group Purchase Receipts	236.92	460,670.98	445,686.00	(14,984.98)	103.36%
4220 - Reimbursement Losses for Resource Shar	7,707.01	39,365.88	50,000.00	10,634.12	78.73%
4240 - E-Commerce Transactions	3,715.61	35,110.54	70,000.00	34,889.46	50.16%
4310 - RAILS Support to SWAN	131,845.25	527,381.00	527,381.00	0.00	100.00%
4499 - Annual Conference Receipts	0.00	3,330.00	12,000.00	8,670.00	27.75%
4510 - Interest Income	5,764.22	31,039.39	1,000.00	(30,039.39)	3103.94%
4600 - Reserve Fund Transfer	0.00	0.00	34,000.00	34,000.00	0.00%
Total Revenue	895,494.12	4,095,796.96	4,143,426.00	47,629.04	98.85%
Expenses					
5000 - Salaries & Wages	109,816.14	1,195,761.23	1,546,800.00	351,038.77	77.31%
5021 - FICA Expense	8,106.20	88,251.19	118,400.00	30,148.81	74.54%
5023 - Worker's Compensation	0.00	5,416.00	3,900.00	(1,516.00)	138.87%
5024 - Retirement Benefits	10,373.82	112,391.14	140,900.00	28,508.86	79.77%
5025 - Health, Dental, Life And Disability Insurar	14,005.51	138,815.04	228,800.00	89,984.96	60.67%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	0.00	239.97	400.00	160.03	59.99%
5110 - Rent/Lease	9,992.61	98,967.37	113,160.00	14,192.63	87.46%
5120 - Utilities	464.70	7,018.60	5,700.00	(1,318.60)	123.13%
5130 - Property Insurance	0.00	802.50	650.00	(152.50)	123.46%
5140 - Repairs & Maintenance	177.00	890.49	1,560.00	669.51	57.08%
5150 - Custodial Service & Supplies	260.00	2,730.00	3,200.00	470.00	85.31%
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	295.00	3,750.00	6,800.00	3,050.00	55.15%
5240 - Professional Association Membership Due	695.00	1,225.00	2,500.00	1,275.00	49.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	500.00	3,500.00	3,000.00	14.29%
5310 - Travel Reimbursement	21.09	460.17	1,400.00	939.83	32.87%
5330 - Library Professional Development	0.00	5,763.50	6,700.00	936.50	86.02%
5350 - Marketing & Promotional Material	15.00	15.00	0.00	(15.00)	0.00%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5420 - Application Software Licensing	370.37	14,750.59	20,600.00	5,849.41	71.60%
5430 - Server Software Licensing	4,374.92	88,533.96	96,600.00	8,066.04	91.65%
5440 - Library Services Platform	24,477.50	937,937.20	985,700.00	47,762.80	95.15%
5450 - Data Management Services	292.80	28,226.30	30,500.00	2,273.70	92.55%
5460 - Information Subscription Service	39.99	73,692.62	77,100.00	3,407.38	95.58%
5470 - Subscription Support Services	829.25	8,421.04	7,700.00	(721.04)	109.36%
5480 - Telecommunications	1,092.57	10,210.37	14,500.00	4,289.63	70.42%
5490 - Group Purchases - Services	0.00	21,304.93	5,900.00	(15,404.93)	361.10%
5510 - Office Supplies	255.09	1,752.38	1,500.00	(252.38)	116.83%
5520 - Postage	0.00	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	0.00	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	0.00	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	8,155.00	17,625.00	18,900.00	1,275.00	93.25%
5830 - Consulting	0.00	6,275.00	19,200.00	12,925.00	32.68%

Statement of Revenue and Expenses
For the 10 Months Ended April 30, 2023

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5840 - Payroll Service Fees	339.54	3,799.46	4,800.00	1,000.54	79.16%
5860 - Notification & Collection	1,134.77	25,593.86	16,900.00	(8,693.86)	151.44%
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	11,393.07	39,765.56	50,000.00	10,234.44	79.53%
5930 - Electronic Resources	0.00	0.00	10,000.00	10,000.00	0.00%
5940 - E-Commerce Payment Transactions	3,869.22	34,743.81	70,000.00	35,256.19	49.63%
5990 - Group Purchases - Content	0.00	442,423.00	429,006.00	(13,417.00)	103.13%
6010 - Bank Fees	0.00	1,409.34	4,700.00	3,290.66	29.99%
6020 - Merchant Account Fees	0.00	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%
Total Expenses	210,846.16	3,453,839.21	4,147,033.00	693,193.79	83.28%
Excess Revenues less Expenses	$ 684,647.96	$ 641,957.75	$ (3,607.00)	$ (645,564.75)	

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Chicago Ridge Public Library				8583	04/30/23	(126.00)
5920	Reimburse for Resource Sharing	To VOID check 8583	-126.00			
Maywood Public Library District				8768	04/30/23	(14.16)
5940	E-Commerce Payment Transactions	To VOID check 8768	-14.16			
Chicago Heights Public Library				8871	04/30/23	(15.12)
5940	E-Commerce Payment Transactions	To VOID check 8871	-15.12			
Crete Public Library District				8873	04/30/23	(14.83)
5940	E-Commerce Payment Transactions	To VOID check 8873	-14.83			
Unique Integrated Communications, Inc.				9589	04/04/23	(13,418.70)
5860	Notification & Collection	To record return of check #9589 - Check was Deposited on 3/31 and returned on 4/4	-13,418.70			
Acorn Public Library				9598	04/07/23	115.76
5940	E-Commerce Payment Transactions	Acorn Public Library	115.76			
Batavia Public Library				9599	04/07/23	271.56
5940	E-Commerce Payment Transactions	Batavia Public Library	271.56			
Berwyn Public Library				9600	04/07/23	116.47
5940	E-Commerce Payment Transactions	Berwyn Public Library	116.47			
Bloomingdale Public Library				9601	04/07/23	53.41
5940	E-Commerce Payment Transactions	Bloomingdale Public Library	53.41			
Calumet City Public Library				9602	04/07/23	11.22
5940	E-Commerce Payment Transactions	Calumet City Public Library	11.22			
Carol Stream Public Library				9603	04/07/23	46.97
5940	E-Commerce Payment Transactions	Carol Stream Public Library	46.97			
Cicero Public Library				9604	04/07/23	56.75

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5940	E-Commerce Payment Transactions	Cicero Public Library	56.75			
Clarendon Hills Public Library				9605	04/07/23	14.16
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	14.16			
Dolton Public Library District				9606	04/07/23	11.31
5940	E-Commerce Payment Transactions	Dolton Public Library District	11.31			
Elmwood Park Public Library				9607	04/07/23	34.43
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	34.43			
Flossmoor Public Library				9608	04/07/23	110.38
5940	E-Commerce Payment Transactions	Flossmoor Public Library	110.38			
Forest Park Public Library				9609	04/07/23	11.31
5940	E-Commerce Payment Transactions	Forest Park Public Library	11.31			
Franklin Park Public Library District				9610	04/07/23	9.32
5940	E-Commerce Payment Transactions	Franklin Park Public Library District	9.32			
Geneva Public Library District				9611	04/07/23	172.40
5940	E-Commerce Payment Transactions	Geneva Public Library District	172.40			
Glen Ellyn Public Library				9612	04/07/23	243.99
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	243.99			
Glenside Public Library				9613	04/07/23	310.42
5940	E-Commerce Payment Transactions	Glenside Public Library	310.42			
Grande Prairie Public Library				9614	04/07/23	60.45
5940	E-Commerce Payment Transactions	Grande Prairie Public Library	60.45			
Green Hills Public Library District				9615	04/07/23	45.78
5940	E-Commerce Payment Transactions	Green Hills Public Library District	45.78			
Hinsdale Public Library				9616	04/07/23	50.08
5940	E-Commerce Payment Transactions	Hinsdale Public Library	50.08			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
La Grange Park Public Library District				9617	04/07/23	23.48
5940	E-Commerce Payment Transactions	La Grange Park Public Library District	23.48			
Lansing Public Library				9618	04/07/23	44.83
5940	E-Commerce Payment Transactions	Lansing Public Library	44.83			
Linda Sokol Francis Brookfield Library				9619	04/07/23	111.53
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	111.53			
Markham Public Library				9620	04/07/23	16.06
5940	E-Commerce Payment Transactions	Markham Public Library	16.06			
Maywood Public Library District				9621	04/07/23	175.76
5940	E-Commerce Payment Transactions	Maywood Public Library District	175.76			
McCook Public Library District				9622	04/07/23	9.41
5940	E-Commerce Payment Transactions	McCook Public Library District	9.41			
Messenger Public Library of North Aurora				9623	04/07/23	53.08
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	53.08			
Midlothian Public Library				9624	04/07/23	11.31
5940	E-Commerce Payment Transactions	Midlothian Public Library	11.31			
Nancy L. McConathy Public Library District				9625	04/07/23	5.61
5940	E-Commerce Payment Transactions	Nancy L. McConathy Public Library District	5.61			
Oak Brook Public Library				9626	04/07/23	235.18
5940	E-Commerce Payment Transactions	Oak Brook Public Library	235.18			
Oak Lawn Public Library				9627	04/07/23	17.86
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	17.86			
Oak Park Public Library				9628	04/07/23	736.14

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5940	E-Commerce Payment Transactions	Oak Park Public Library	736.14			
Park Forest Public Library				9629	04/07/23	68.94
5940	E-Commerce Payment Transactions	Park Forest Public Library	68.94			
River Forest Public Library				9630	04/07/23	50.26
5940	E-Commerce Payment Transactions	River Forest Public Library	50.26			
St. Charles Public Library District				9631	04/07/23	163.12
5940	E-Commerce Payment Transactions	St. Charles Public Library District	163.12			
Sugar Grove Public Library District				9632	04/07/23	187.66
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	187.66			
Thornton Public Library				9633	04/07/23	20.06
5940	E-Commerce Payment Transactions	Thornton Public Library	20.06			
Town & Country Public Library District				9634	04/07/23	43.23
5940	E-Commerce Payment Transactions	Town & Country Public Library District	43.23			
University Park Public Library District				9635	04/07/23	31.13
5940	E-Commerce Payment Transactions	University Park Public Library District	31.13			
Villa Park Public Library				9636	04/07/23	29.26
5940	E-Commerce Payment Transactions	Villa Park Public Library	29.26			
Westchester Public Library				9637	04/07/23	17.01
5940	E-Commerce Payment Transactions	Westchester Public Library	17.01			
Westmont Public Library				9638	04/07/23	40.11
5940	E-Commerce Payment Transactions	Westmont Public Library	40.11			
Woodridge Public Library				9639	04/07/23	76.13
5940	E-Commerce Payment Transactions	Woodridge Public Library	76.13			
Acorn Public Library				9640	04/12/23	11.00

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Acorn Public Library	11.00			
Alsip-Merrionette Park Public Library				9641	04/12/23	451.07
5920	Reimburse for Resource Sharing	Alsip-Merrionette Park Public Library	451.07			
Batavia Public Library				9642	04/12/23	45.78
5920	Reimburse for Resource Sharing	Batavia Public Library	45.78			
Bedford Park Public Library District				9643	04/12/23	108.00
5920	Reimburse for Resource Sharing	Bedford Park Public Library District	108.00			
Beecher Community Library District				9644	04/12/23	17.00
5920	Reimburse for Resource Sharing	Beecher Community Library District	17.00			
Bensenville Community Public Library District				9645	04/12/23	122.09
5920	Reimburse for Resource Sharing	Bensenville Community Public Library District	122.09			
Bensenville EL School District # 2				9646	04/12/23	30.00
5920	Reimburse for Resource Sharing	Bensenville EL School District # 2	30.00			
Berkeley Public Library				9647	04/12/23	45.00
5920	Reimburse for Resource Sharing	Berkeley Public Library	45.00			
Berwyn Public Library				9648	04/12/23	49.09
5920	Reimburse for Resource Sharing	Berwyn Public Library	49.09			
Bloomingdale Public Library				9649	04/12/23	224.80
5920	Reimburse for Resource Sharing	Bloomingdale Public Library	224.80			
Blue Island Public Library				9650	04/12/23	43.45
5920	Reimburse for Resource Sharing	Blue Island Public Library	43.45			
Bridgeview Public Library				9651	04/12/23	300.23
5920	Reimburse for Resource Sharing	Bridgeview Public Library	300.23			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Broadview Public Library District				9652	04/12/23	86.00
5920	Reimburse for Resource Sharing	Broadview Public Library District	86.00			
Calumet City Public Library				9653	04/12/23	122.13
5920	Reimburse for Resource Sharing	Calumet City Public Library	122.13			
Chicago Heights Public Library				9654	04/12/23	174.61
5920	Reimburse for Resource Sharing	Chicago Heights Public Library	174.61			
Chicago Public Library				9655	04/12/23	38.00
5920	Reimburse for Resource Sharing	Chicago Public Library	38.00			
Clarendon Hills Public Library				9656	04/12/23	43.30
5920	Reimburse for Resource Sharing	Clarendon Hills Public Library	43.30			
Crestwood Public Library District				9657	04/12/23	54.00
5920	Reimburse for Resource Sharing	Crestwood Public Library District	54.00			
Dolton Public Library District				9658	04/12/23	54.70
5920	Reimburse for Resource Sharing	Dolton Public Library District	54.70			
Downers Grove Public Library				9659	04/12/23	213.93
5920	Reimburse for Resource Sharing	Downers Grove Public Library	213.93			
Eisenhower Public Library District				9660	04/12/23	1,564.49
5920	Reimburse for Resource Sharing	Eisenhower Public Library District	1,564.49			
Evergreen Park Public Library				9661	04/12/23	122.85
5920	Reimburse for Resource Sharing	Evergreen Park Public Library	122.85			
Frankfort Public Library District				9662	04/12/23	219.08
5920	Reimburse for Resource Sharing	Frankfort Public Library District	219.08			
Geneva Public Library District				9663	04/12/23	484.60
5920	Reimburse for Resource Sharing	Geneva Public Library District	484.60			
Green Hills Public Library District				9664	04/12/23	106.64

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Green Hills Public Library District	106.64			
Harvey Public Library District				9665	04/12/23	140.00
5920	Reimburse for Resource Sharing	Harvey Public Library District	140.00			
Hillside Public Library				9666	04/12/23	211.00
5920	Reimburse for Resource Sharing	Hillside Public Library	211.00			
Hinsdale Public Library				9667	04/12/23	238.12
5920	Reimburse for Resource Sharing	Hinsdale Public Library	238.12			
Hodgkins Public Library District				9668	04/12/23	6.40
5920	Reimburse for Resource Sharing	Hodgkins Public Library District	6.40			
Homewood Public Library District				9669	04/12/23	145.14
5920	Reimburse for Resource Sharing	Homewood Public Library District	145.14			
Itasca Community Library				9670	04/12/23	220.36
5920	Reimburse for Resource Sharing	Itasca Community Library	220.36			
Justice Public Library District				9671	04/12/23	144.00
5920	Reimburse for Resource Sharing	Justice Public Library District	144.00			
Kaneville Public Library District				9672	04/12/23	18.00
5920	Reimburse for Resource Sharing	Kaneville Public Library District	18.00			
Lansing Public Library				9673	04/12/23	334.12
5920	Reimburse for Resource Sharing	Lansing Public Library	334.12			
Linda Sokol Francis Brookfield Library				9674	04/12/23	376.90
5920	Reimburse for Resource Sharing	Linda Sokol Francis Brookfield Library	376.90			
Matteson Public Library				9675	04/12/23	147.46
5920	Reimburse for Resource Sharing	Matteson Public Library	147.46			
McCook Public Library District				9676	04/12/23	38.07

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	McCook Public Library District	38.07			
Melrose Park Public Library				9677	04/12/23	14.74
5920	Reimburse for Resource Sharing	Melrose Park Public Library	14.74			
Messenger Public Library of North Aurora				9678	04/12/23	337.83
5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora	337.83			
Midlothian Public Library				9679	04/12/23	116.00
5920	Reimburse for Resource Sharing	Midlothian Public Library	116.00			
Nancy L. McConathy Public Library District				9680	04/12/23	23.00
5920	Reimburse for Resource Sharing	Nancy L. McConathy Public Library District	23.00			
National University of Health Sciences				9681	04/12/23	10.00
5920	Reimburse for Resource Sharing	National University of Health Sciences	10.00			
Northlake Public Library District				9682	04/12/23	142.01
5920	Reimburse for Resource Sharing	Northlake Public Library District	142.01			
Oak Brook Public Library				9683	04/12/23	27.79
5920	Reimburse for Resource Sharing	Oak Brook Public Library	27.79			
Oak Lawn Public Library				9684	04/12/23	490.66
5920	Reimburse for Resource Sharing	Oak Lawn Public Library	490.66			
Oak Park Public Library				9685	04/12/23	284.86
5920	Reimburse for Resource Sharing	Oak Park Public Library	284.86			
Palos Heights Public Library				9686	04/12/23	21.08
5920	Reimburse for Resource Sharing	Palos Heights Public Library	21.08			
Palos Park Public Library				9687	04/12/23	16.00
5920	Reimburse for Resource Sharing	Palos Park Public Library	16.00			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Prairie State College				9688	04/12/23	278.00
5920	Reimburse for Resource Sharing	Prairie State College	278.00			
Richton Park Public Library District				9689	04/12/23	113.96
5920	Reimburse for Resource Sharing	Richton Park Public Library District	113.96			
River Grove Public Library District				9690	04/12/23	28.99
5920	Reimburse for Resource Sharing	River Grove Public Library District	28.99			
Riverside Public Library				9691	04/12/23	30.01
5920	Reimburse for Resource Sharing	Riverside Public Library	30.01			
Roselle Public Library				9692	04/12/23	206.52
5920	Reimburse for Resource Sharing	Roselle Public Library	206.52			
Schiller Park Public Library				9693	04/12/23	167.51
5920	Reimburse for Resource Sharing	Schiller Park Public Library	167.51			
Stickney-Forest View Public Library District				9694	04/12/23	81.00
5920	Reimburse for Resource Sharing	Stickney-Forest View Public Library District	81.00			
Sugar Grove Public Library District				9695	04/12/23	217.71
5920	Reimburse for Resource Sharing	Sugar Grove Public Library District	217.71			
Summit Public Library District				9696	04/12/23	21.01
5920	Reimburse for Resource Sharing	Summit Public Library District	21.01			
The Theosophical Society in America				9697	04/12/23	175.13
5920	Reimburse for Resource Sharing	The Theosophical Society in America	175.13			
Thomas Ford Memorial Library				9698	04/12/23	186.70
5920	Reimburse for Resource Sharing	Thomas Ford Memorial Library	186.70			
Villa Park Public Library				9699	04/12/23	626.48
5920	Reimburse for Resource Sharing	Villa Park Public Library	626.48			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Westmont Public Library				9700	04/12/23	82.31
5920	Reimburse for Resource Sharing	Westmont Public Library	82.31			
Woodridge Public Library				9701	04/12/23	898.25
5920	Reimburse for Resource Sharing	Woodridge Public Library	898.25			
ByWater Solutions				9702	04/18/23	97,750.00
5440	Library Services Platform	ByWater Solutions - April, May, June FY23	24,437.50			
1400	Prepaid Expenses	ByWater Solutions - 9 months FY24 July-March	73,312.50			
Chicago Heights Public Library				9703	04/18/23	15.12
5920	Reimburse for Resource Sharing	Chicago Heights Public Library	15.12			
Chicago Ridge Public Library				9704	04/18/23	126.00
5920	Reimburse for Resource Sharing	Chicago Ridge Public Library	126.00			
Claudia Nickson				9705	04/18/23	21.09
5310	Travel Reimbursement	Claudia Nickson - 4/12	21.09			
Comcast				9706	04/18/23	772.23
5480	Telecommunications	Comcast - Apr 01, 2023 to Apr 30, 2023	772.23			
Crete Public Library District				9707	04/18/23	14.83
5920	Reimburse for Resource Sharing	Crete Public Library District	14.83			
Lauterbach & Amen, LLP				9708	04/18/23	1,055.00
5820	Accounting	Lauterbach & Amen, LLP - March	1,055.00			
LIMRiCC				9709	04/18/23	17,004.05
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - April	17,004.05			
Marcive, Inc.				9710	04/18/23	292.80
5450	Data Management Services	Marcive, Inc.	292.80			
Maywood Public Library District				9711	04/18/23	14.16

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920		Reimburse for Resource Sharing	Maywood Public Library District	14.16			
Nicor Gas					9712	04/18/23	152.37
5120	Utilities	Nicor Gas - 03/16/23 - 04/17/23	152.37			
Reliance Standard Life Insurance Co.					9713	04/18/23	931.84
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. May	931.84			
Seldon Fox					9714	04/18/23	7,100.00
5820	Accounting	Seldon Fox - FY22 year end audit	7,100.00			
Unique Integrated Communications, Inc.					9715	04/18/23	1,174.77
5440	Library Services Platform	Unique Integrated Communications, Inc. - Curbside	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	750.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices	384.77			
Wellness Insurance Network-WIN					9716	04/18/23	171.00
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - April	171.00			
ICS Learning Group					9717	04/19/23	385.00
5470	Subscription Support Services	ICS Learning Group	385.00			
First Bankcard					50227	04/14/23	7,003.48
5140	Repairs & Maintenance	First Bankcard - Imperial Surveillance	177.00			
5230	Staff Professional Development	First Bankcard - HR source Conference - Blake	295.00			
5240	Professional Association Membership Dues	First Bankcard - ALA membership	295.00			
5240	Professional Association Membership Dues	First Bankcard - ILA membership - Skog	250.00			
5240	Professional Association Membership Dues	First Bankcard - Paypal - COSUGI membership	150.00			
5350	Marketing & Promotional Material	First Bankcard - ILA-Resource Guide	15.00			
5420	Application Software Licensing	First Bankcard - Adobe	323.37			
5420	Application Software Licensing	First Bankcard - Mailchimp	47.00			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5430	Server Software Licensing	First Bankcard - Microsoft Premium	18.00			
5430	Server Software Licensing	First Bankcard - Microsoft Basic	24.00			
5430	Server Software Licensing	First Bankcard - Microsoft Azure	4,332.92			
5460	Information Subscription Service	First Bankcard - Nounproject	39.99			
5470	Subscription Support Services	First Bankcard - Miro.com	100.80			
5470	Subscription Support Services	First Bankcard - Sendgrid	343.45			
5480	Telecommunications	First Bankcard - Grasshopper	48.86			
5480	Telecommunications	First Bankcard - Microsoft Skype	288.00			
5510	Office Supplies	First Bankcard - SWAN envelopes - Deluxe	152.39			
5510	Office Supplies	First Bankcard - paper products - Target	57.68			
5510	Office Supplies	First Bankcard - Mariano's - office supplies	45.02			
ComEd				50330	04/11/23	312.33
5120	Utilities	ComEd - 2/17-3/20	312.33			
Quail Ridge Drive Investors, LLC				50331	04/28/23	9,992.61
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	9,992.61			
T.A. Systems Inc.				50332	04/28/23	260.00
5150	Custodial Service & Supplies	T.A. Systems Inc. March	260.00			
Unique Integrated Communications, Inc.				ACH	04/04/23	13,418.70
5860	Notification & Collection	Unique Integrated Communications, Inc. - annual maint, fee for print notices	500.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - notices 2/23	368.14			
5860	Notification & Collection	Unique Integrated Communications, Inc. - curbside march	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - messagebee	750.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - 11/22 notices	525.22			

SWAN Library Services
Check Register
All Bank Accounts
April 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5860	Notification & Collection	Unique Integrated Communications, Inc. - notices 12/22	485.34			
5860	Notification & Collection	Unique Integrated Communications, Inc. - messagebee	750.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - messagebee implentation fee	10,000.00			
					Check List Total	159,640.86

SWAN BOARD MEETING MINUTES

April 21, 2023, 9:30 a.m.
Bloomingdale Public Library
101 Fairfield Way
Bloomingdale, IL 60108

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

   President Bodewes called the meeting to order at 9:32 a.m. The following Board members were present to establish a quorum.

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

2. **Introduction of Visitors/Public Comment**
   Aaron Skog, SWAN Executive Director
   Ginny Blake, SWAN Business Manager
   Scott Brandwein, SWAN Assistant Director

   There was no public comment.

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

   Cottrill moved, seconded by Waltman that it be

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

   Motion carried by unanimous voice vote.

4. **Action Item**
   Approval of SWAN Financials March 2023

   Jarzemsky moved, seconded by Koll that it be

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

   Motion carried by roll call vote with the following results:

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

5. **Action Item**
Acceptance of the March 17, 2023, SWAN Board Meeting Minutes

Cottrill moved, seconded by Blazek that it be

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

Motion carried by unanimous voice vote

6. **Action Item**
Approve Investment of Public Funds Policy

Jarzemsky approved, seconded by Blazek that it be

> RESOLVED, THAT THE SWAN BOARD APPROVES THE INVESTMENT OF PUBLIC FUNDS POLICY

Motion carried by unanimous voice vote

7. **Reports**

   a. **Board President Report**
   Bodewes gave an update on the March ISLAC meeting. He discussed the two statewide bills on the docket. He also discussed the SWAN board self-nominations that have have been received.

   b. **Executive Director Report**
   Skog gave an overview of SWAN Financials. Skog discussed the ICOLC conference he attended with Brandwein in St. Louis. He would like to see a board member and/or a SWAN employee attend next year.

   c. **Operations Report**
   Brandwein updated the board on the recent SWAN activities for April including the Addison Public Library timeline. Comics Plus opt in or out ends June 1st. The API training was completed on April 20th for 4 SWAN staff. Brandwein updated other activities listed in the packet.

   d. **Treasurer Report**
   Jarzemsky discussed the Investment Policy. It was discussed amongst the board to investigate dividing SWAN money market funds into more than one bucket: IMET, Illinois funds or CD's. Skog will contact both IMET & Illinois funds to set up a call.

   e. **Board Calendar**
   The action item: closed session minutes 6-month review needs to be reviewed.

8. **Discussion Item**
   SWAN statement on Decennial Committee on Local Government Efficiency Act

   Skog gave an overview and a discussion ensued on the Act. Skog will provide an update and explanation of the report given in the packet on shared library collection.

9. **Discussion Item**
   Board self-evaluation form

   A discussion ensued and Skog will have an updated Board self-evaluation form before the next board meeting.

10. **Adjournment**

    The meeting was adjourned at 10:56 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Jesse Blazek

Board Secretary

SWAN Executive Director Report

May 19, 2023

Update on Activities

Rudy Host, Systems Engineer departure

I received notice that Rudolph "Rudy" Host will be leaving SWAN on Wednesday, May 17th. Rudy has been with SWAN officially since 2016, but his involvement with SWAN began earlier as an employee of Versatile Computer Services in 2009. Rudy received the ILA Technical Services Award in 2021 for his work on the OCLC Holdings Manager (OHM) which is a tool SWAN created and released to the library community.

The OHM software tool and its continued development will be a topic of discussion internally. The software utilizes OCLC connections to WorldCat, which we learned last month will undergo an update in one year's time.

ALA Pre-conference with ByWater Solutions

I was approached by our partners at ByWater Solutions with the idea of growing the Aspen Discovery community, as well as the library open source software community, through an event to be held in Chicago in conjunction with this summer's ALA Conference. ByWater has connected a group of speakers for an event to be held at DePaul University Loop campus on Friday, June 23rd. ByWater is paying for all expenses associated with the event, and registration is free:

L2 listing with registration: https://librarylearning.org/event/2023-06-23/open-source-software-success-libraries

ByWater press release: https://bywatersolutions.com/news/bws-aspen-ala-precon-sessions

Board Considerations

Investing SWAN Reserve Funds

The SWAN Finance Committee (Tim, Jesse, Colleen) will have a virtual meeting with IMET representative Sofia Anastos on Tuesday, May 23rd at 10 a.m. to learn more about the investing options available.

Monthly Financial Report

Balance Sheet

The Fund Balance Unrestricted line for April is at $ 2,452,167.46 which is unchanged 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 83% 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 four quarters, which would bring in 100% of SWAN revenue. Expenses appear overall appear to be right on target with 2 months left in the fiscal year.

SWAN FY23	FY23 Budget	Ending April 2023	Percentage of budget YTD 83%
Total Revenue	$4,143,426.00	$3,963,951.71	96%
Total Expenses	$4,147,033.00	$3,453,839.21	83%
Over / (Under)	**($3,607.00)**	**$510,112.50**	

Accounts Receivable Update

4010 - SWAN Full Membership Fees: the third quarter invoices were sent out in October. We are currently at 99.85% of what should be 100% for this line. The fourth quarter invoices were 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. The addition of the group-purchase for Library Pass Comics Plus has this line overbudget. The revenue in this line is offset by expenses in #5490

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 100%. The 4th quarter payment was received 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 April is 4.98% 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: May 2023

Summary

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

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
4/3/2023	Office Hours: Cataloging	Bibliographic Services	Consultation
4/5/2023	Office Hours: Circ/Hold Map	Information Technology & System Support	Consultation
4/6/2023	SWAN Comics Plus Overview	User Experience	Training
4/11/2023	Aspen Users	User Experience	Member meeting
4/13/2023	Cataloging Users	Bibliographic Services	Member meeting
4/20/2023	Office Hours: KitKeeper	Administration	Consultation
4/21/2023	SWAN Board Meeting	Administration	Governance
4/24/2023	Directors Coffee Hour	Administration	Consultation
4/25/2023	SWAN Fireside Chat #48	All	Member meeting
4/25/2023	Consultation: Fine Free (Acorn)	Information Technology & System Support	Consultation
4/26/2023	Circulation Users	User Experience, Information Technology & System Support	Member meeting
4/26/2023	Office Hours: BLUEcloud Staff	User Experience, Information Technology & System Support	Consultation
4/27/2023	RFID Users	Information Technology & System Support	Member meeting
4/27/2023	Consultation: Hold/Circ Map (Theosophical Society)	Information Technology & System Support	Consultation
4/27/2023	E-Resource Advisory	User Experience	Member meeting

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.

Aspen Users (4/11/2023)

The Aspen Users group met for the second time in April. Topics included linking out to WorldCat from Aspen, catalog filters, and holds functionality.

Cataloging Advisory (4/13/2023)

The Cataloging Advisory Group discussed the challenges brought about by relying on third parties for summary descriptions for cataloged items; therefore, it was decided to use the catalog record's 520 summary whenever possible because it was quicker to correct. Additional topics centered on accessibility and the following: authority file work, creating original records for games/puzzles, foreign-language records, and part or designation of part in title proper.

Circulation Users (4/26/2023)

Vickie led a training on the circulation map, and discussion topics included holds on combo packs in the catalog; recent changes for Chicago Public Library patrons and item type blocks; holds practices for new items; best practices around NCOA flagged patrons; and ideas for presenters for staff in-service days.

E-Resources Advisory (4/27/2023)

The E-Resources Advisory group is working on a long-term project to help our member libraries take advantage of Open Access Resources. The group completed a brainstorming activity to kickoff this project, developing ideas to set standards, find training, and maintain their open access offerings over time. In addition, the group discussed upcoming changes from major browsers around IP-based authentication. SWAN is monitoring this area and will work with OpenAthens to ensure continued access and authentication for our resources that rely on IP proxy authentication.

RFID Users (4/27/2023)

Ahren Sievers hosted his first RFID Users Group alongside Rebecca Bartlett (LaGrange Public Library), the new co-chair. This discussion centered primarily on overviews of RFID implementations from Berwyn, Bloomingdale, Brookfield, and La Grange Park. Further discussion regarded RFID integration with WorkFlows and other support related topics.

Major Projects & Research

Addison Public Library

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

The SWAN, Addison, and SirsiDynix project teams met together for the first time to confirm the full project timeline. We also discussed the logistics of performing Addison's first data extract, which they will provide for us in June to be integrated into our test server so we can begin data testing and profiling. We are excited to finally begin work in earnest next month. Weekly project meetings will all three teams will commence after Memorial Day.

Aspen Discovery

Aspen 23.04 was released on April 19th. This release included some major enhancements, including the ability for users to select their preferred theme in Aspen. SWAN has initially rolled out a dark mode theme, but there is the possibility to add additional themes including high contrast and dyslexia friendly themes as well. In addition, libraries that use Communico for events can integrate their events into the Aspen catalog. Thanks to Downers Grove Public Library for piloting that integration for us to test. In addition, the release included several bug fixes that improved format labeling for records.

Authority File Clean-up

The Bibliographic Services Team is working on cleaning up authority files to provide better access to materials in the Aspen catalog. Clean-up work includes merging duplicate authors, authorizing valid headings, deleting unauthorized and unused headings, and cleaning up foreign language materials headings.

Security Initiatives

Managed Detection & Response (MDR) Research

We are in the process of receiving a formal quote from Rapid7, a second MDR vendor we approached. Rapid7 did provide some ballpark numbers, which were considerably higher than Arctic Wolf's previous quote. We anticipate Arctic Wolf's updated quote in the next few days.

TLS-SIP2 Migration

Kanopy's authentication migration concluded at the end of April. With the upcoming MessageBee release, TLS migrations will be on-hold until the deployment of MessageBee has wrapped up.

Enhanced Patron Notifications – MessageBee

On April 26th, as planned, SWAN had a partial go-live of MessageBee with the migration of SMS notifications to the platform. The migration hit a couple of roadblocks along the way, but things were soon sorted out and have been running smoothly since. The two notable issues include:

- Carrier blockages – Our inclusion of the Aspen My Account URL in the message text caused a couple of carriers to blacklist our numbers. Unique has responded to this by removing the My Account URL from specific libraries' messages until they can negotiate the issue with the carriers. They will then re-insert the URLs. All blocked messages were resent to patrons in short order.
- SMS settings – We ran into a logistical reporting issue when generating the reports we send to Unique to generate notifications. If a patron has enabled SMS messaging but turned off the option to receive a particular message via SMS (for example, courtesy notices), those notifications still fall into the MessageBee reports. They are correctly configured to go out via e-mail, but we haven't launched e-mail reports. SWAN has decided to let these messages go through e-mail on libraries' default templates rather than take a more radical approach like changing patron configurations.

We hosted two MessageBee training sessions on May 9th and 11th. They were well-attended, and members asked many questions, but not all libraries were represented. A recording is available on the site. We are also planning on hosting several Office Hour sessions over the next couple of months both before and after the e-mail go-live so members have more opportunities to ask questions and get oriented. We will announce the dates of these soon.

E-mail go-live will be on Tuesday, June 27th.

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
4/4/2023; 4/18/2023	Unique - MessageBee	All	Partnerships
4/5/2023	SWAN + Arctic Wolf Consultation	Administration, Information Techonology & System Support	Partnerships
4/6/2023	Aspen Gathering	User Experience, Bibliographic Services	Partnerships
4/12/2023	SWAN/OCLC Check-in	Administration	Partnerships
4/17/2023- 4/20/2023	SirsiDynix API Training	Bibliographic Services, Information Technology & System Support	Partnerships
4/18/2023	Aspen for Symphony Users	All	Partnerships
4/19/2023	Addison/SWAN/SirsiDynix Migration Timeline Review	All	Partnerships
4/24/2023	RAILS Consortia Committee Meeting	Administration, Bibliographic Services	Partnerships
4/25/2023	DEI in Metadata Networking Group LGBTQ+ Working Group	Administration	Partnerships
4/28/2023	SirsiDynix/SWAN SMS Review	Administration, Information Techonology & System Support	Partnerships
4/28/2023	SWAN SureSailing	All	Partnerships

Group Purchases

EBSCO database group purchase

The EBSCO database selection form closed Friday, May 13th. Olivia will work with RAILS and EBSCO to complete the order, and libraries will receive updated links to any new databases on June 30th.

Comics Plus

Libraries can sign up or opt out of the current group discount by June 1st, and libraries staying in the discount will see a 3% cost increase starting July 1st.

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Outage tracking

Our Aspen catalog has experienced a few instances of high system load, resulting in slow searches or search errors. Two of these instances were simply a matter of ByWater blocking IP addresses that were repeatedly hitting the site. This occurred again the morning of May 8, however, the IP addresses were local, not originating from overseas like the prior incidents. Mark at ByWater was able to determine that one of our collection spotlights was configured to return 2500 results. This has been limited to 50 results to prevent recurrence.

Just prior to noon on April 23rd, the membership began reporting errors when paying fines via ProPay swipes. SirsiDynix acknowledged that, while payments were being accepted, they were not updating records to reflect the payment. SirsiDynix was able to determine that this was due to a recent update to ProPay's API, which had not been relayed. This ultimately resulted in SirsiDynix patching BLUEcloud Commerce to support the modified API around 7:30PM that evening.
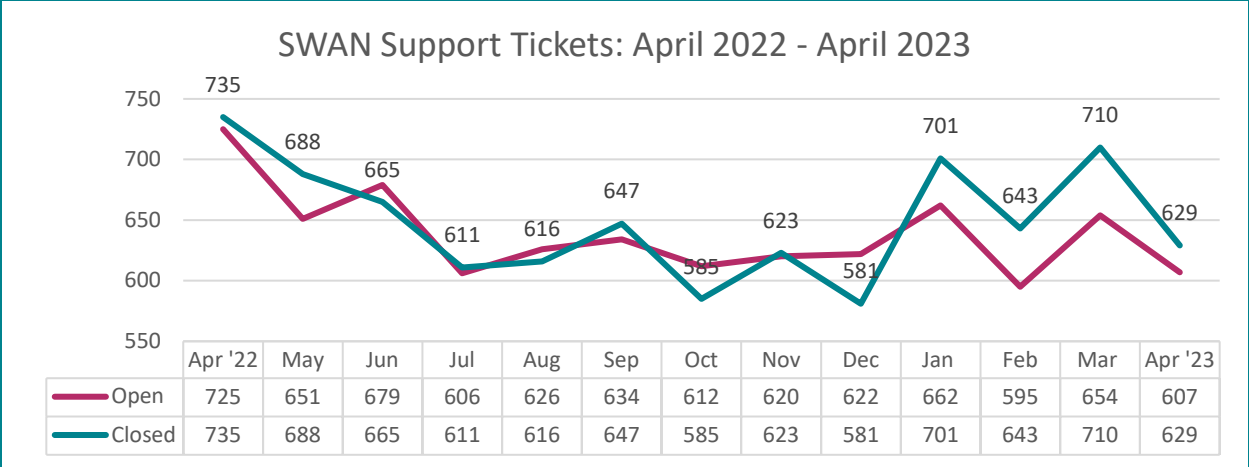
- 2018 – 99.986%
- 2019 – 99.992%
- 2020 – 99.989%

- 2021 – 99.993%
- 2022 – 99.992%
- 2023 – 99.999%
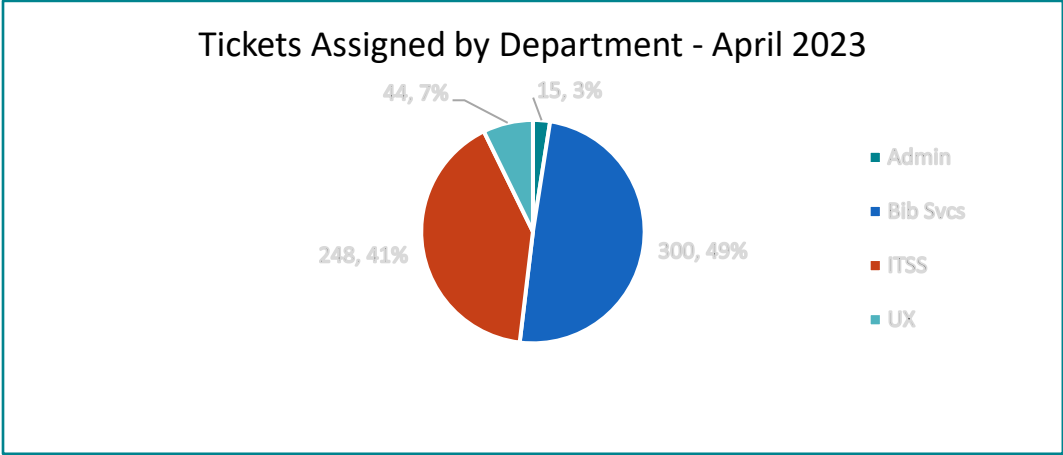
System Maintenance & Outage Calendar

🗓	Aspen Performance Issues	Fri 4/7/2023	Fri 4/7/2023	Aspen encountered a period of high system load – ByWater resolved	🟥🟩 Outage, Aspen
🗓	ProPay Outage	Wed 4/26/2023	Wed 4/26/2023	https://support.sirsidynix.com/status/99630	🟥🟦 Outage, SirsiDynix
🗓	Aspen Search Timing-Out	Mon 5/1/2023	Mon 5/1/2023	IP hammering Aspen, Mark at ByWater blocked offending IP.	🟥🟩 Outage, Aspen
🗓	Aspen Search Timing-Out	Mon 5/8/2023	Mon 5/8/2023	Aspen server load spiked – two IP addresses within SWAN territory were m...	🟥🟩 Outage, Aspen

Support Tickets

Data labels reflect tickets closed each month.

SWAN Support Tickets: April 2022 - April 2023

	Apr '22	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr '23
Open	725	651	679	606	626	634	612	620	622	662	595	654	607
Closed	735	688	665	611	616	647	585	623	581	701	643	710	629

SWAN Support Tickets Opened/Closed in Past 12 Months

Tickets Assigned by Department - April 2023

- Admin: 15, 3%
- Bib Svcs: 300, 49%
- ITSS: 248, 41%
- UX: 44, 7%

SWAN Support Tickets Assigned by Department

Support Site

The support site migration to Drupal 9 is complete! This was a smooth migration with no downtime and minimal impact to our membership. Behind the scenes it was a major effort for SWAN staff to build out the site, review all migrated content, and test to ensure there was no disruption for our member libraries. In addition, thanks to RAILS staff for troubleshooting and assistance with our L2 integrations.

While the focus of this project was on the platform migration, the new site also offers some feature enhancements including a new look-and-feel, improved search functionality, and improved security for shared login access (for WorkFlows logins, etc.).

Now that we are on our new hosting environment (Pantheon) and Drupal 9, we will be able to roll out more frequent enhancements and updates to the site.

Documentation Updates
- In April, Ian and Ahren pared down and updated the entire [Technology & IT section](#) of the support site documentation.
- Crystal and Michael added the [documentation for MessageBee](#) in advance of the MessageBee rollout.
- As part of our support site migration, SWAN staff updated 202 pages of documentation.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)

In April, we added 27 new users to the SWAN Online Learning management system.

The top completed courses are:

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

Staff Development

API Training

In late April, Ahren Sievers, Vickie Totton, Sam Dietel, and Cynthia Romanowski took a 4-day intensive course on the SirsiDynix Symphony API with Kat Stephens. This took place on-site at our Quail Ridge office. All four found the training valuable, and because the training took place exclusively for SWAN staff, they were able to tailor the content to their needs with real-life queries and scenarios.

We have provided the four staff members with access to the API tools on our production server. Because of the number of staff members now comfortable with either API tools or Data Control, we have scheduled monthly meetings to exchange ideas and work through challenges with both tools to give staff more opportunity to collaborate.

Maintenance

Automatic Monthly Patron Record Removal

Continuing from last month's change of removing patrons of >8 years of inactivity, we are back to our usual purge levels. In April, we purged 1,057 inactive patrons from the database.

As of early May, there were 269,287 patrons active since start of 2023. Coupled with 2022 active users (153,484) this represents 42.00% of the total patron database. Since January 1, 2020, 66% 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.

Number of Patrons - Last Activity Year
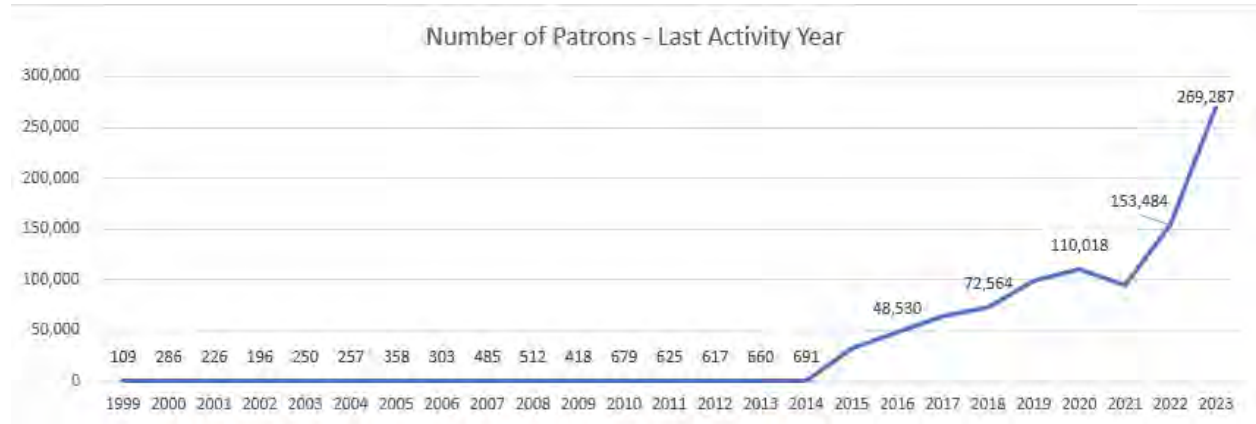
Notification Monitoring

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 implementing SendGrid's "deliverability" settings we are still seeing an occasional spike in our unprocessed email. While we haven't had a significant spike as we saw earlier this year, we will be digging into these emails to determine if there's a commonality between them.

SendGrid 'Bounce Drops' - 12/22/22-04/30/23
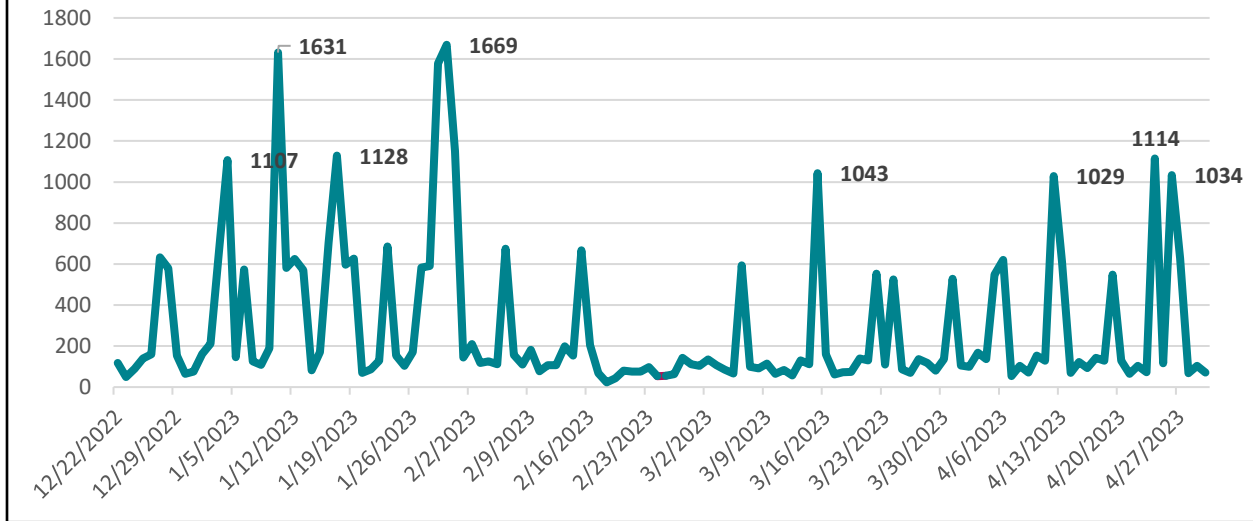
Month/Yr	Total Emails Sent	Success Rate	Email Addresses Bounced	Email marked SWAN as SPAM	Invalid Emails	Blocks	Bounce Drops	Spam drops
			Addresses			Messages		
April, 2022	390,872	97.72% (381,971)	563	43	153	1,969	5,402	1,622
May, 2022	414,381	96.94% (401,716)	645	31	153	2,772	8,653	1,696
June, 2022	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

		96.93%						
April, 2023	412,771	(379,687)	647	42	297	2,341	8,435	2,579

Phone Notice Tracking

Phone notifications are sent through SWAN's contracted service with Unique Management and relies on their MessageBee voice delivery system. We are continuing to see our success rate gradually increase; however, we're still shy of where our rate was this time last year.

Month, Yr	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
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%
April, 2023	7,061	6,830	96.73%	218	3.09%

SMS notice tracking

SMS text messages are routed to SirsiDynix as part of our annual maintenance agreement.
As MessageBee will be replacing the SirsiDynix SMS processing, our current SMS contract will not renew. Statistics will continue to be monitored with MessageBee as provider.

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%
January, 2023	36,587	55	38,495	75,137	82	1,150	518	97.67%

Month/Yr	Hold	Manual	Overdue	Total	Error Phone#	Error	Queued	Success %
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%
April, 2023	26,757	56	34,778	61,591	52	888	420	97.79%

Appendix: Statistics

Cataloging & Collections

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

OCLC Cataloging Counts

Counts do not include seventeen cataloging libraries. Original cataloging counts are new records created for SWAN and added to the OCLC WorldCat database. Copy cataloging counts are records downloaded from OCLC and added to SWAN's bibliographic database.

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2020	99	111	69	152	98	129	88	102	76	62	56	46	**1,088**
Copy 2020	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	**24,467**
Orig 2021*	41	53	54	73	49	88	49	71	80	65	72	104	**799**
Copy 2021*	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367	1,463	2,295	1,802	**21,769**
Orig** 2022	84	143	93	57	106	97	52	133	87	74	55	77	**1,058**
Copy** 2022	1,808	2,283	2,059	2,299	2,239	1,886	1,976	2,706	1,944	1,918	2,010	2,275	**25,403**
Orig 2023	114	123	187	197									
Copy 2023	2,925	2,213	2,352	1819									

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)
Total	**1,424,859**	**100.00%**
Other	35,565	2.50%
1950-1979	68,010	4.77%
1980-1989	73,159	5.13%

1990-1999	176,893	12.41%
2000-2009	385,403	27.05%
2010-2019	522,661	36.68%
2020-Current	163,168	11.45%

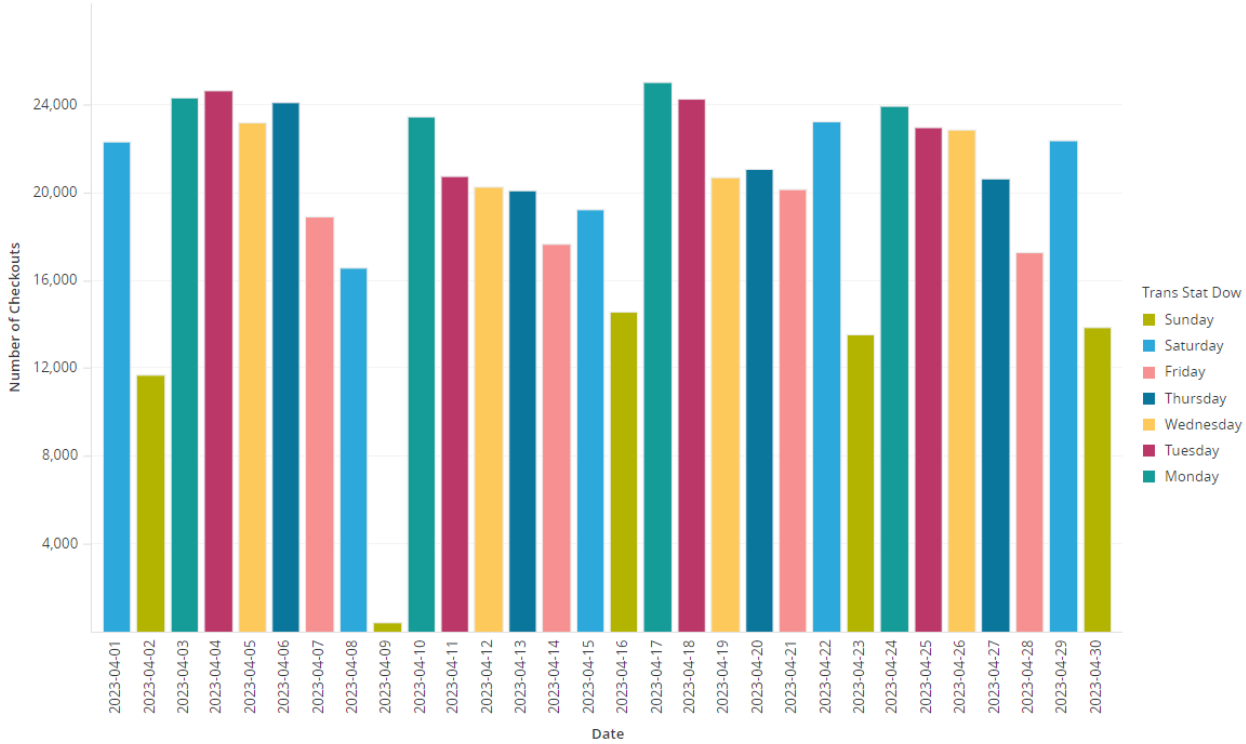Title Count by Publication Year
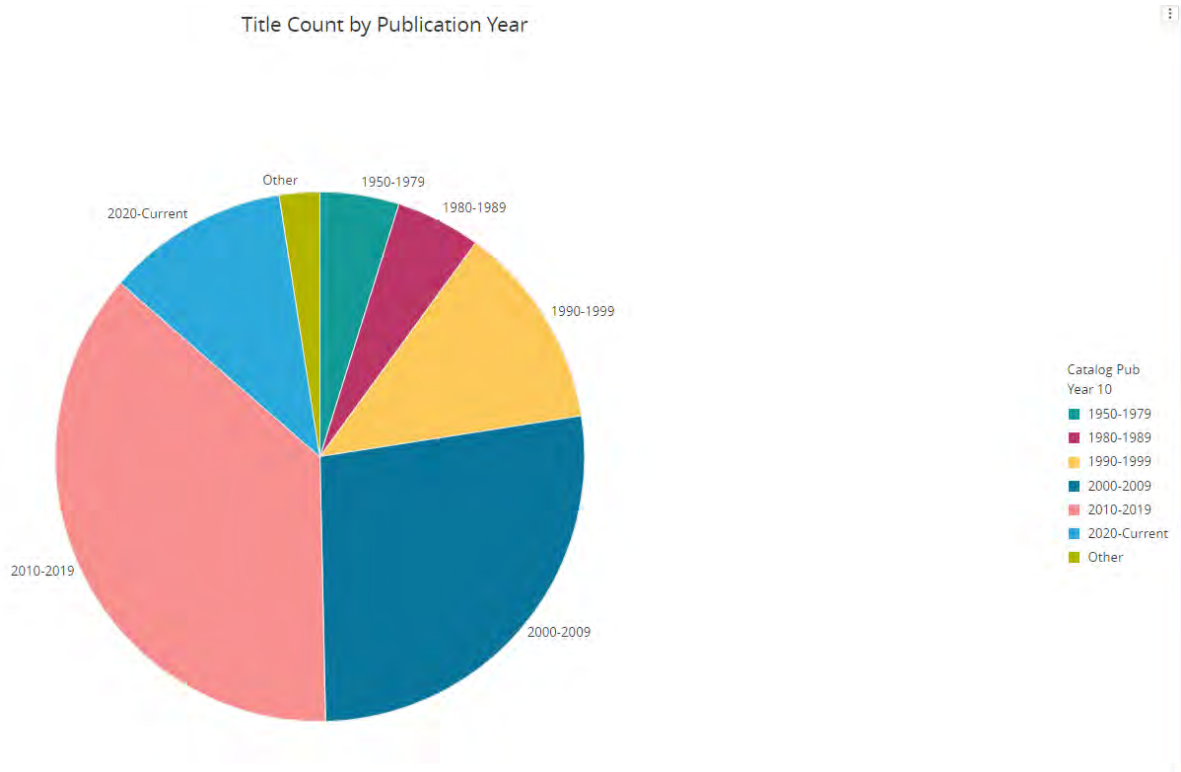
Circulation

Circulation in prior month

April circulation was over 593,998 items. This is lower than March circulation, which is the usual trend in the month of April.
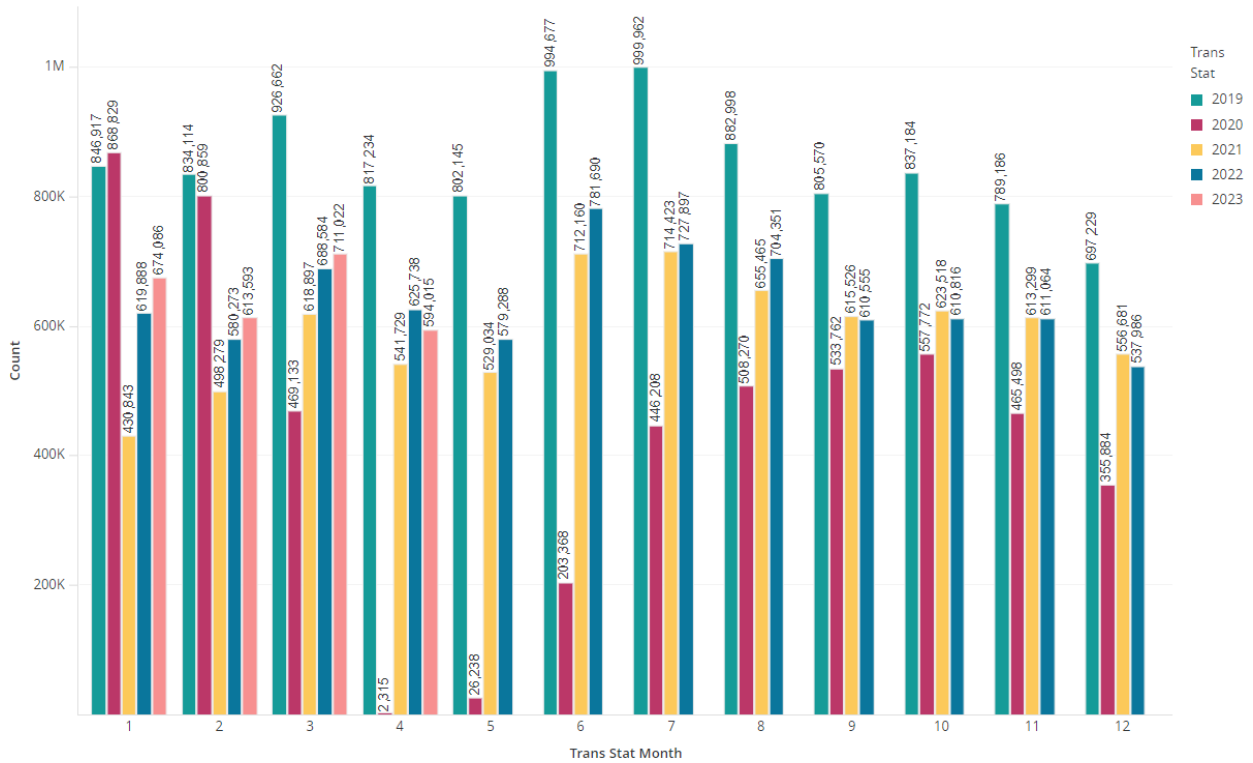
Daily Circulation Totals - Previous Month

Monthly total comparison since 2019

April circulation is down from April 2022 by a factor of 5%. The circulation count of 594,015 is a 73% of the circulation rate in April 2019.

Circulation Snapshot 2019-Current

Holds

Time to Fill Analysis

We discovered an error in our BLUEcloud Analytics dossier that was causing time to fill to appear to be trending downward at a rate much more dramatic than the reality for the past few months. It also meant that total holds placed counts were lower than reality as well. We apologize for the error. These charts accurately reflect the situation between November 1st, 2022 and April 31st, 2023.

Total Days to Shelf Chart
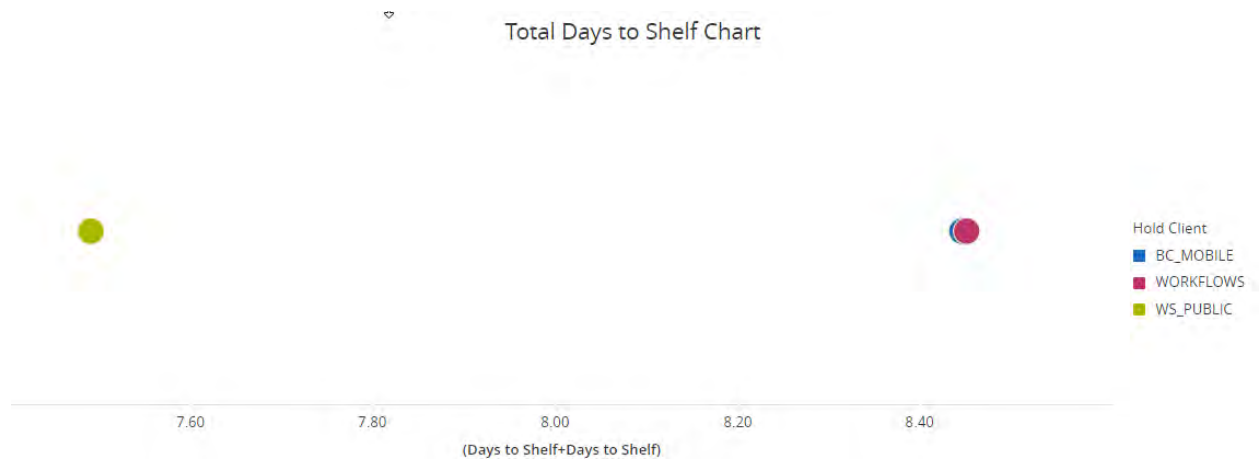
During the six-month period, 556,595 holds were placed and filled in Aspen, compared to 87,244 in BLUEcloud Mobile and 82,830 in WorkFlows. Over 75% of holds placed and filled, during this period were placed in Aspen.

By Hold Client Chart

87,244

82,830

Hold Client
- ■ BC_MOBILE
- ■ WORKFLOWS
- ■ WS_PUBLIC

556,595
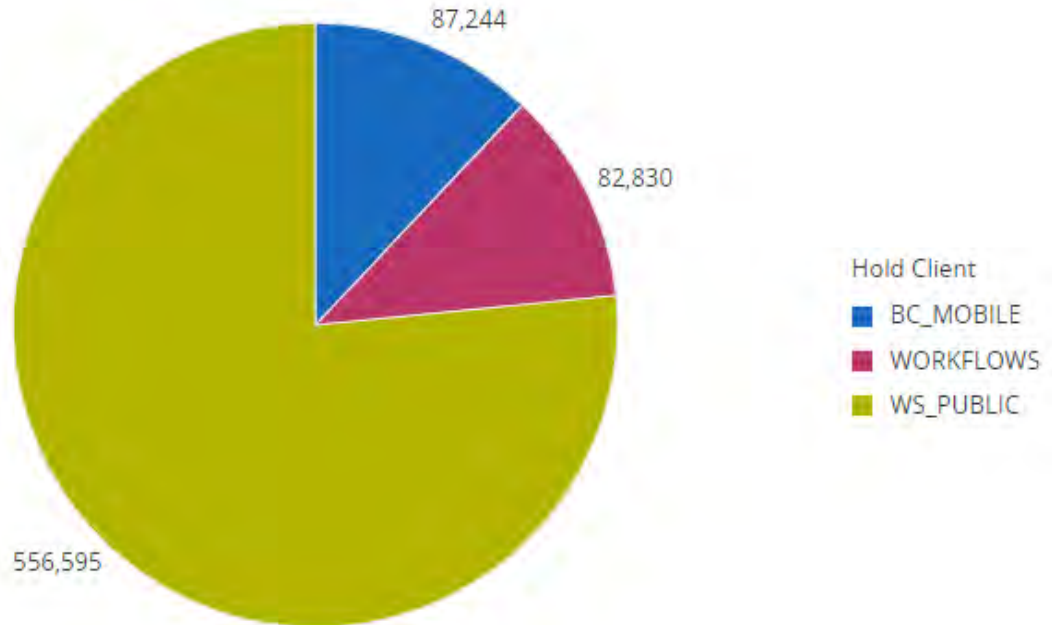
Holds Placement & Pick-up

The number of patrons placing holds was 37,312, with 180,743 total holds placed. As with circulation, this is a usual downturn between March and April in years past.

Trends in Holds, Feb 2020 - Present

Legend: Holds Placed — Holds Picked Up — Users Placing Holds — Users Picking Up Holds
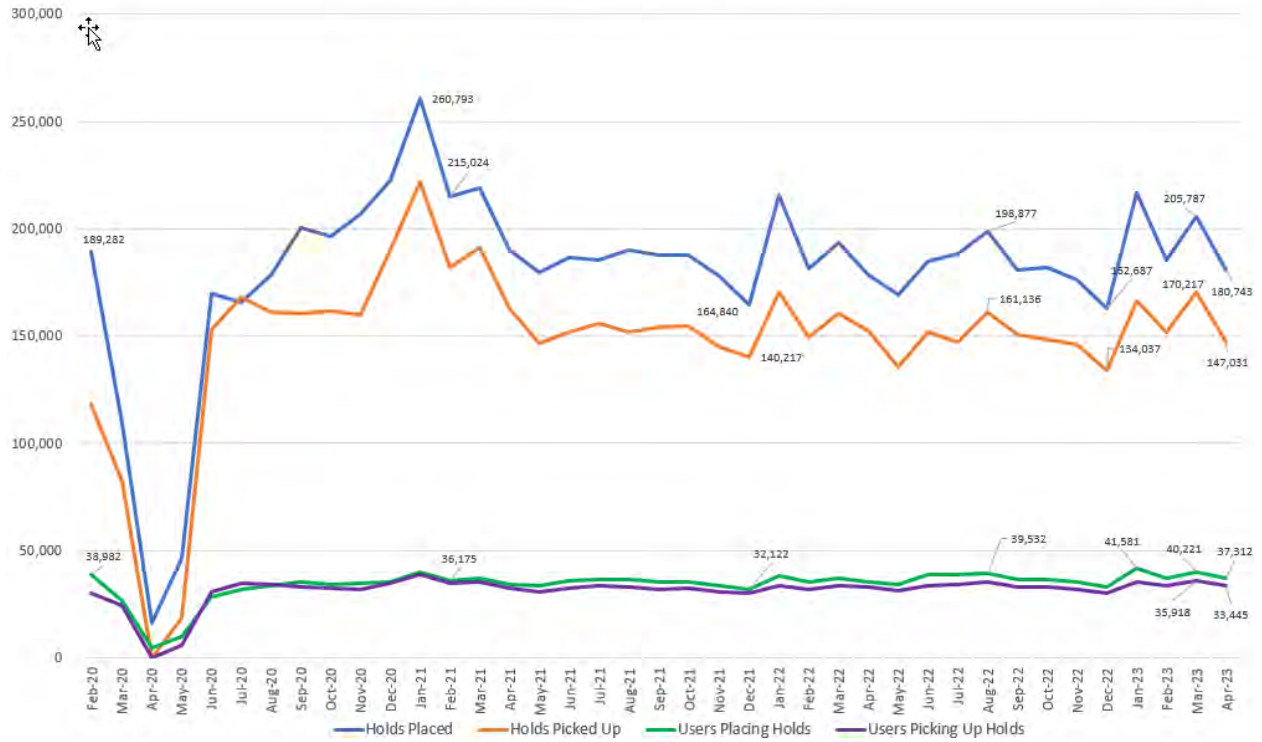
Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 111,774 in April. Non-SWAN reciprocal borrowing included 20,266 checkouts.

OCLC Worldwide Resource Sharing

Our combined OCLC interlibrary loan statistics show that SWAN continues to be a net lender. Last month we lent 1.9 items for each item borrowed.
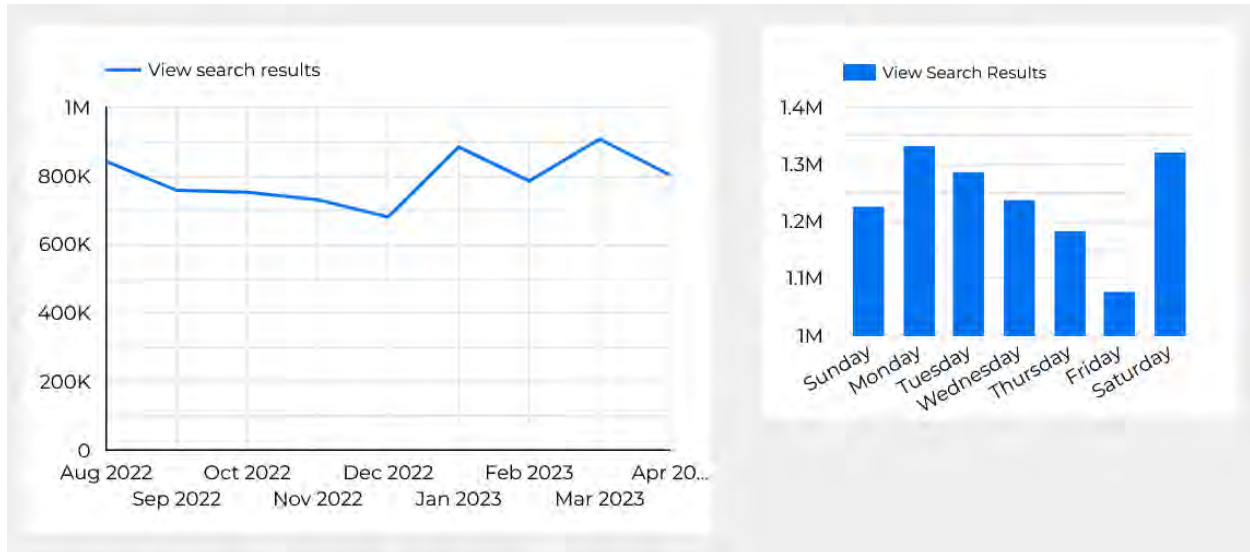
OCLC Interlibrary Loan Activity: March 2019 - Present

Borrowing-Loans   Lending-Loans
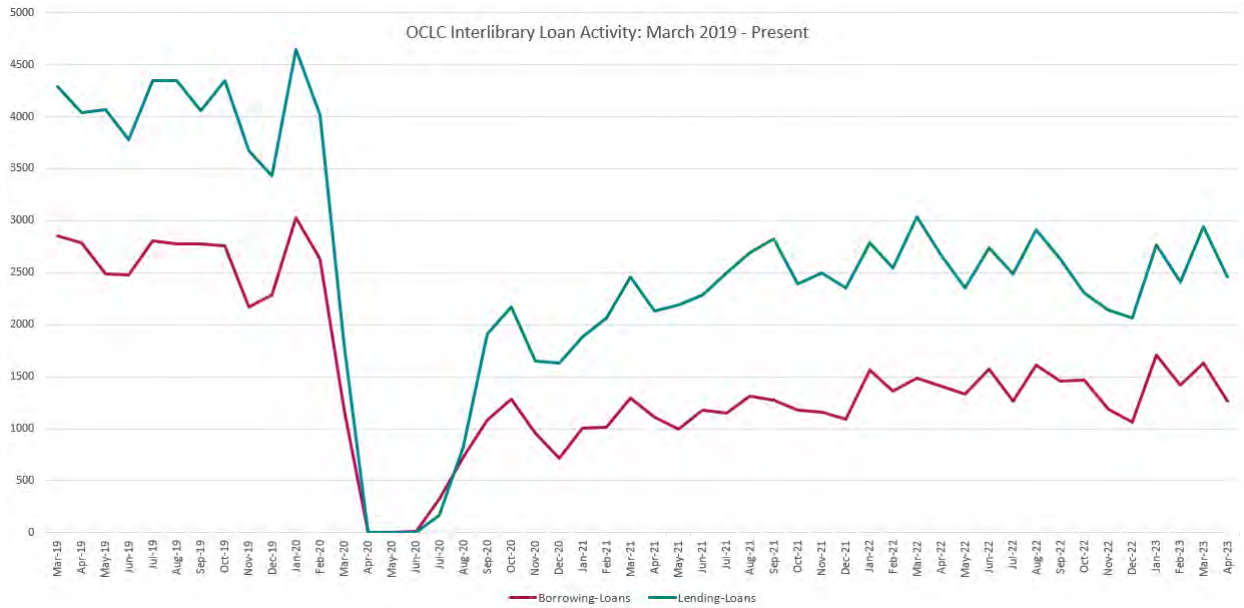
## Online Public Catalog - Aspen

Top 25 Searches in Aspen (April 2023)

1. dog man
2. pokemon
3. elephant and piggie book
4. colleen hoover
5. lessons in chemistry
6. graphic novels
7. dvd
8. the last thing he told me
9. james patterson
10. manga
11. spring
12. it ends with us
13. air
14. hello beautiful
15. nintendo switch
16. star wars
17. spare
18. library of things
19. easter
20. nintendo switch video games
21. remarkably bright creatures
22. horse
23. movies
24. verity
25. earth day

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.
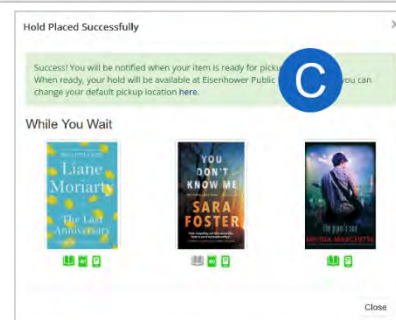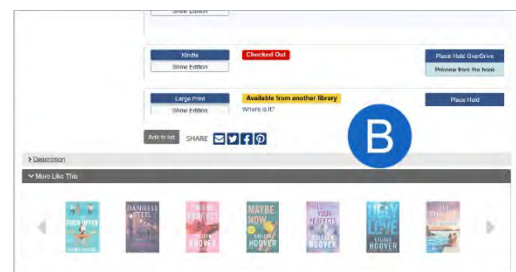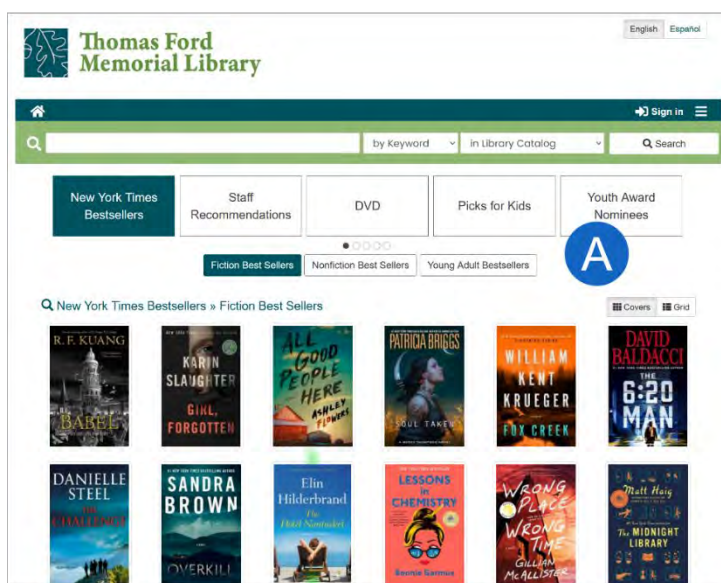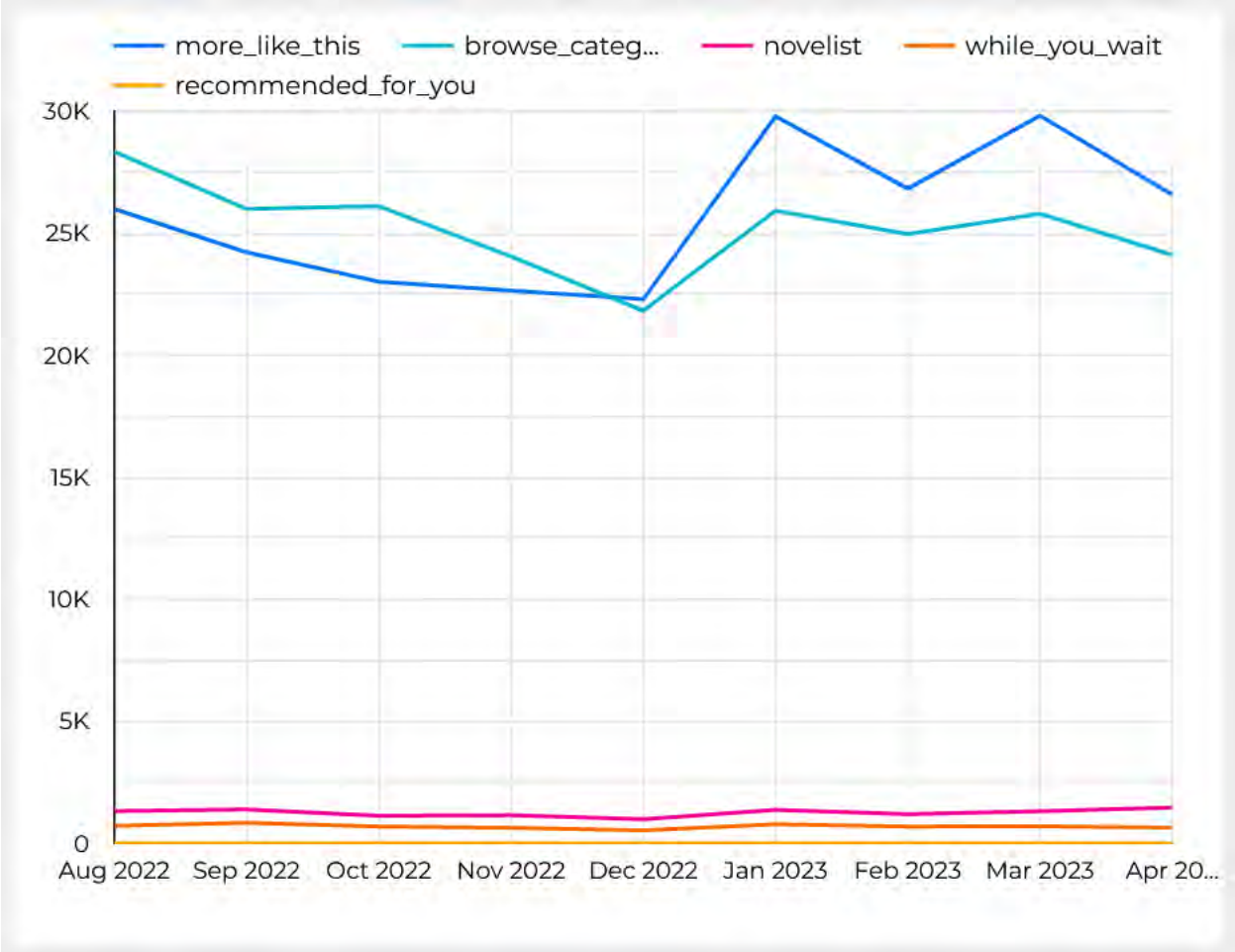
SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

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

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

Date:	**May 19, 2023**
To:	**SWAN Board**
From:	**Aaron Skog, Executive Director**
Re:	**FY23 Write-off of doubtful accounts**

_____

Doubtful Accounts

Each year we identify invoices in the Allowance for Doubtful Accounts and make recommendations to the SWAN Board. This process typically occurs in the months of May or June as the fiscal year ends.

The Allowance for Doubtful Accounts on the SWAN balance sheet will have a balance of xxx

Below is a chart noting the details of the specific balances that I am requesting permission of the board to write off as of May 30, 2023.

Recommendation for total invoices in Allowance for Doubtful Accounts to be written off: $132.00

10/13/20 invoice #8354	Phoenix Public Library District unpaid RB invoice	$52.00
01/01/21 invoice #8532	Phoenix Public Library District unpaid RB invoice	$80.00

Deferred Revenue

The SWAN balance sheet has the amount of $1,819.50 recorded in Deferred Revenue. This amount of revenue was the six months of revenue from the six SWAN Internet Access libraries which was received in FY20. The six months revenue was recorded in Deferred Revenue and should have been zeroed out in FY21. SWAN switched its accountant between those fiscal years, which resulted in this small oversight.

Resolution

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE WRITE-OFF ALLOWANCE FOR DOUBTFUL ACCOUNTS TO THE AMOUNT OF $132.00

Date:	**May 19, 2023**
To:	**SWAN Board**
From:	**Scott Brandwein, Assistant Director**
Re:	**Bootleg material in SWAN catalog**

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Introduction

SWAN staff often receive requests from member staff regarding the circulation of bootleg video materials on DVD and Blu-ray. These materials are often purchased by unsuspecting library staff from Amazon.com or online resellers. They can be difficult to identify, both via the product listing and looking at the item itself. We have recently received inquiries about our response to these materials, and we would like to discuss a plan of action that would be appropriate to our organization's scope.

Member and patron impact

Aside from liability concerns, here are some examples of the demonstrated impact bootleg materials can have on our members and patrons:

- Hold Queues - Bootleg materials are often for popular movies and series that are unavailable in a legal, published form. With only one or two copies purchased, hold queues become very long. Patrons follow up with library staff about long wait times.
- Hold Cancellations – Once we remove these items, we send Hold Cancellation notices to patrons who may be disappointed and have further follow-up with library staff.
- Materials Requests – Patrons see catalog records for bootleg materials owned by other libraries and submit purchase requests to their home library that the library must then deny.

SWAN response thus far

Tickets and emails from member staff regarding bootleg materials have been infrequent but consistent, with at least 3-4 per year since 2019. We take the following steps when we find or receive word of an item that may be bootleg:

1. Check avenues of purchase. Is the item available from Midwest Tape, Baker & Taylor, or other credible vendors? Is the item only available through reseller storefronts.
2. Check publishers/distributors and data aggregators. Does the item have a published release date in a press release, publisher's website, or a site that credibly tracks media releases and availability? Often a Google search on a UPC will reveal that it is false.
3. If we are reasonably certain that an item is a bootleg, reach out to owning libraries to request they remove the item from circulation. We have never had a library push back on this step. Member staff have been consistently cooperative and take these matters seriously.
4. If appropriate, use an internal tool that cancels holds on the item and sends Hold Cancellation Notification e-mails to patrons.

5. Shadow the bibliographic record or offending items until member staff can retrieve the item and delete the records themselves.

SWAN staff have also circulated documentation to member staff with suggestions on how to identify potential bootleg listings on Amazon.com along with some of the tactics we use to verify the authenticity of releases. Unfortunately, the markers are difficult to define, and often it's up to staff to "feel things out."

Discussion

Ultimately, the circulation of bootleg materials is a practice we'd like to curb in whatever way possible, but SWAN is limited in what we can do with 100 member libraries making independent purchasing decisions. SWAN has never been in the business of setting collection policy, and I am hesitant to set a precedent in that regard.

However, in an effort to raise awareness of this issue, I'd like to propose taking a firmer stance in our circulation policy. This could give SWAN something to refer to if a member library pushes back on a request to remove an item from circulation.

Other organizations have policies in place. Recently, a SWAN member shared with us PrairieCat's policy as it was shared in the RAILS Techserv listserv. This and other example policies and statements reference legal liability for member libraries and consortia, but I have had difficultly finding resources detailing what this would be. Therefore, I would also like to propose an investigation into the liability to which SWAN and our members may be subject.

PrairieCat TSUG P&P Manual, page 20 of the Feb 2023 revision.

J. Pirated materials:

Books, videos, sound recordings, and items of any other format that were illegally created and violate copyright law, sometimes referred to as "pirated items," must never be cataloged or circulated in the PrairieCat database due to the legal liability for both the library and PrairieCat.

Pirated items must never be interlibrary loaned or sold in library book sales.

Pirated items are often identified by one or more of the following characteristics:
- An unprofessional, "homemade looking" container insert or binding.
- Please note: This policy does not apply to the items listed below, which may have homemade container inserts and/or binding:
  - DVD/Blu-ray combination packages split into separate cases in order to circulate each disc separately.
  - Local history, genealogy, and other special collection items that are eligible for the Cataloging Maintenance Center (CMC) or entered as a PrairieCat-approved brief record.
- Lack of legitimate publisher information.
- A disc that looks copied or "burned". The disc surface may not have any information or low-quality images printed on it.
- Poor video recording quality.

If a library is considering cataloging an item and needs assistance identifying if it is pirated, the library should contact the PrairieCat cataloging team via the PrairieCat Help Desk.

The PrairieCat membership's cooperation is appreciated to protect the database from the legal consequences associated with cataloging and circulating pirated items.

SWAN Administrators' & Directors' Quarterly Meeting

June 1, 2023
10:00 a.m. – 12:00 p.m.
Oak Brook Public Library
600 Oak Brook Road, Oak Brook, IL 60523
Meeting Room, or join the live stream of the meeting

Agenda

1. Call to Order and Welcome

2. Public Comment

3. Introduction of New Library Directors

4. Action Item – Approval of the March 2, 2023 Quarterly meeting minutes

5. Information Item—Board election results

6. Information Item—MessageBee project update

7. Information Item—Addison Public Library joining SWAN

8. Information Item – SWAN Expo August 18th

9. Announcements and Questions

10. Next meeting: September 7, 2023

Member Comment after each agenda item. The Quarterly Meeting will be live streamed via Zoom.