

SWAN BOARD MEETING AGENDA

July 21, 2023 9:30 a.m.

**Midlothian Public Library
14701 South Kenton Avenue
Midlothian, IL 60445-2575**

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 July 21, 2023 SWAN Board Meeting Agenda

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

4. Action Item – Appointment of SWAN Board Officers and Committee Members
5. Action Item – Approval of SWAN Financials, June 2023 (Exhibit pgs. 3-14)

- a. Balance sheet and detail of expenditures for June 2023
- b. Approval of the payment of bills for June 1, 2023, through June 30, 2023 in the amount of \$299,216.82

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

6. Action Item – Acceptance of the June 16, 2023, SWAN Board Meeting Minutes (Exhibit pgs. 15-17)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JUNE 16, 2023 SWAN BOARD MEETING MINUTES AS PRESENTED

7. Reports
 - a. Board President Report
 - b. Executive Director Report (Exhibit pgs 18-29)
 - c. Operations Report (Exhibit pgs. 30-47)
 - d. Treasurer Report

- e. Board Calendar (Exhibit pg. 48)
- 8. Action Item – Approve SWAN Board meeting calendar (Exhibit pg. 49)
- 9. Action Item – Approve salary increase for SWAN Executive Director
- 10. Discussion Item – SWAN Quarterly meeting, September 7, 2023 agenda topics (Exhibit pg. 50)
- 11. Adjournment

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

SWAN Board Member	Library	Office	Term Expires
Samantha Johnson	Roselle Public Library	Vice-president	July 1, 2026
Jennifer Cottrill	Midlothian Public Library		July 1, 2026
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

Preliminary and Unaudited

SWAN Library Services

Balance Sheet

As of June 30, 2023

	<u>Balance End of Month</u>
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 709,856.76
Hinsdale Bank - MM - 5010	1,458,133.47
Propay Funds	<u>\$ 42.86</u>
Total Cash and Cash Equivalents	<u>\$ 2,168,033.09</u>
 Current Assets	
Accounts Receivable	956.00
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	692,358.57
Total Current Assets	<u>\$ 716,781.65</u>
 Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	<u>(348,905.85)</u>
Total Capital Assets, net	<u>\$ 18,873.01</u>
 Total Assets	<u>\$ 2,903,687.75</u>
LIABILITIES	
Current Liabilities	
Accounts Payable	\$ 9,107.03
Accrued Payroll	45,062.73
Compensated Absences	123,319.88
Lease Payable	<u>31,030.39</u>
Total Current Liabilities	<u>\$ 208,520.03</u>
 Long Term Liabilities	
 Total Liabilities	<u>\$ 208,520.03</u>
FUND BALANCE	
Beginning Net Assets	
Unrestricted	<u>2,452,167.46</u>
Total Beginning Net Assets	2,452,167.46
 Current YTD Net Income	<u>243,000.26</u>
 Total Fund Balance	<u>2,695,167.72</u>
 Total Liabilities and Fund Balances	<u><u>\$ 2,903,687.75</u></u>

Preliminary and Unaudited
Statement of Revenue and Expenses Summary
For the 12 Months Ended June 30, 2023

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	\$2,635.55	\$3,005,080.47	\$3,003,359.00	\$ (1,721.47)	100.06%
4100 - Membership Reimbursements	979.87	461,887.77	445,686.00	(16,201.77)	103.64%
4200 - Reimbursement for Losses	-	39,233.88	50,000.00	10,766.12	78.47%
4300 - Grant Revenue	-	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	6,185.34	43,476.91	1,000.00	(42,476.91)	4,347.69%
4600 - Reserve Fund Transfer	-	-	34,000.00	34,000.00	0.00%
Total Revenue	<u>13,092.04</u>	<u>4,123,208.91</u>	<u>4,143,426.00</u>	<u>20,217.09</u>	<u>99.51%</u>
Expenses					
5000 - Salaries & Wages	104,062.39	1,410,446.85	1,546,800.00	136,353.15	91.18%
5020 - Personnel Benefits	31,325.52	409,369.01	494,900.00	85,530.99	82.72%
5100 - Building & Grounds	11,326.61	132,505.64	124,270.00	(8,235.64)	106.63%
5200 - Professional Development	2,082.71	13,409.93	20,000.00	6,590.07	67.05%
5300 - Membership Development	310.67	785.84	3,900.00	3,114.16	20.15%
5400 - Information & Technology Services	14,260.09	1,278,097.43	1,238,600.00	(39,497.43)	103.19%
5500 - General Office	228.48	4,551.46	2,100.00	(2,451.46)	216.74%
5600 - Hardware & Equipment	-	11,150.26	55,800.00	44,649.74	19.98%
5700 - Insurance	-	14,042.00	11,100.00	(2,942.00)	126.50%
5800 - Contractual Services	7,549.48	75,219.29	107,457.00	32,237.71	70.00%
5900 - Library Materials & Content	(1,317.82)	523,208.29	564,006.00	40,797.71	92.77%
6000 - Interest & Fees	78.88	1,659.15	5,050.00	3,390.85	32.85%
6100 - Other Expenses	-	-	3,607.00	3,607.00	0.00%
Total Expenses	<u>169,907.01</u>	<u>3,880,208.65</u>	<u>4,184,290.00</u>	<u>304,081.35</u>	<u>92.73%</u>
Excess Revenues less Expenses	<u>\$ (156,814.97)</u>	<u>\$ 243,000.26</u>	<u>\$ (40,864.00)</u>	<u>\$ (283,864.26)</u>	

Preliminary and Unaudited
Statement of Revenue and Expenses
For the 12 Months Ended June 30, 2023

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 2,635.55	\$ 2,999,621.97	\$ 2,999,659.00	\$ 37.03	100.00%
4011 - SWAN Internet Access Membership Fees	0.00	5,458.50	3,700.00	(1,758.50)	147.53%
4190 - Member Group Purchase Receipts	979.87	461,887.77	445,686.00	(16,201.77)	103.64%
4220 - Reimbursement Losses for Resource Sharing	0.00	39,233.88	50,000.00	10,766.12	78.47%
4240 - E-Commerce Transactions	3,291.28	42,818.88	70,000.00	27,181.12	61.17%
4310 - RAILS Support to SWAN	0.00	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	6,185.34	43,476.91	1,000.00	(42,476.91)	4347.69%
4600 - Reserve Fund Transfer	0.00	0.00	34,000.00	34,000.00	0.00%
Total Revenue	13,092.04	4,123,208.91	4,143,426.00	20,217.09	99.51%
Expenses					
5000 - Salaries & Wages	104,062.39	1,410,446.85	1,546,800.00	136,353.15	91.18%
5021 - FICA Expense	7,665.90	104,110.28	118,400.00	14,289.72	87.93%
5023 - Worker's Compensation	0.00	5,416.00	3,900.00	(1,516.00)	138.87%
5024 - Retirement Benefits	9,800.04	132,609.15	140,900.00	8,290.85	94.12%
5025 - Health, Dental, Life And Disability Insurance	13,859.58	166,663.61	228,800.00	62,136.39	72.84%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	0.00	569.97	400.00	(169.97)	142.49%
5110 - Rent/Lease	9,992.61	118,952.59	113,160.00	(5,792.59)	105.12%
5120 - Utilities	1,074.00	8,545.06	5,700.00	(2,845.06)	149.91%
5130 - Property Insurance	0.00	802.50	650.00	(152.50)	123.46%
5140 - Repairs & Maintenance	0.00	890.49	1,560.00	669.51	57.08%
5150 - Custodial Service & Supplies	260.00	3,315.00	3,200.00	(115.00)	103.59%
5210 - Conference Travel	0.00	942.16	6,000.00	5,057.84	15.70%
5220 - Staff Meetings	0.00	932.06	400.00	(532.06)	233.02%
5230 - Staff Professional Development	2,082.71	9,482.71	6,800.00	(2,682.71)	139.45%
5240 - Professional Association Membership Dues	0.00	1,553.00	2,500.00	947.00	62.12%
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	310.67	770.84	1,400.00	629.16	55.06%
5330 - Library Professional Development	0.00	5,763.50	6,700.00	936.50	86.02%
5350 - Marketing & Promotional Material	0.00	15.00	0.00	(15.00)	0.00%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5410 - Infrastructure Licensing	(89.90)	0.00	0.00	0.00	0.00%
5420 - Application Software Licensing	1,987.85	16,785.44	20,600.00	3,814.56	81.48%
5430 - Server Software Licensing	8,110.75	101,365.38	96,600.00	(4,765.38)	104.93%
5440 - Library Services Platform	0.00	1,011,986.01	985,700.00	(26,286.01)	102.67%
5450 - Data Management Services	290.64	28,865.60	30,500.00	1,634.40	94.64%
5460 - Information Subscription Service	0.00	73,692.62	77,100.00	3,407.38	95.58%
5470 - Subscription Support Services	367.17	9,236.69	7,700.00	(1,536.69)	119.96%
5480 - Telecommunications	1,096.08	12,403.26	14,500.00	2,096.74	85.54%
5490 - Group Purchases - Services	2,497.50	23,762.43	5,900.00	(17,862.43)	402.75%
5510 - Office Supplies	39.48	1,791.86	1,500.00	(291.86)	119.46%
5520 - Postage	189.00	1,007.65	600.00	(407.65)	167.94%
5599 - Annual Conference Supplies	0.00	19.45	0.00	(19.45)	0.00%
5610 - Equipment Rental/Maintenance	0.00	1,660.46	3,700.00	2,039.54	44.88%
5620 - Hardware	0.00	8,391.90	40,000.00	31,608.10	20.98%
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	1,055.00	19,735.00	18,900.00	(835.00)	104.42%

Preliminary and Unaudited
Statement of Revenue and Expenses
For the 12 Months Ended June 30, 2023

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5830 - Consulting	0.00	7,470.00	19,200.00	11,730.00	38.91%
5840 - Payroll Service Fees	329.36	4,468.36	4,800.00	331.64	93.09%
5860 - Notification & Collection	6,165.12	33,555.68	54,157.00	20,601.32	61.96%
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	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	(1,317.82)	41,019.73	70,000.00	28,980.27	58.60%
5990 - Group Purchases - Content	0.00	442,423.00	429,006.00	(13,417.00)	103.13%
6010 - Bank Fees	78.88	1,614.25	4,700.00	3,085.75	34.35%
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%
6140 - Miscellaneous Expense	0.00	1,732.50	0.00	(1,732.50)	0.00%
6110 - Depreciation	0.00	0.00	3,607.00	3,607.00	0.00%
Total Expenses	<u>169,907.01</u>	<u>3,880,208.65</u>	<u>4,184,290.00</u>	<u>304,081.35</u>	<u>92.73%</u>
 Excess Revenues less Expenses	 <u>\$ (156,814.97)</u>	 <u>\$ 243,000.26</u>	 <u>\$ (40,864.00)</u>	 <u>\$ (283,864.26)</u>	

SWAN Library Services

Check Register

All Bank Accounts

June 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				9768	06/09/23	<u>69.07</u>
5940	E-Commerce Payment Transactions	Acorn Public Library	69.07			
Batavia Public Library				9769	06/09/23	<u>214.85</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	214.85			
Beecher Community Library District				9770	06/09/23	<u>10.46</u>
5940	E-Commerce Payment Transactions	Beecher Community Library District	10.46			
Berwyn Public Library				9771	06/09/23	<u>57.30</u>
5940	E-Commerce Payment Transactions	Berwyn Public Library	57.30			
Calumet City Public Library				9772	06/09/23	<u>73.39</u>
5940	E-Commerce Payment Transactions	Calumet City Public Library	73.39			
Carol Stream Public Library				9773	06/09/23	<u>23.36</u>
5940	E-Commerce Payment Transactions	Carol Stream Public Library	23.36			
Chicago Heights Public Library				9774	06/09/23	<u>31.01</u>
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	31.01			
Chicago Ridge Public Library				9775	06/09/23	<u>15.02</u>
5940	E-Commerce Payment Transactions	Chicago Ridge Public Library	15.02			
Clarendon Hills Public Library				9776	06/09/23	<u>28.27</u>
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	28.27			
Crete Public Library District				9777	06/09/23	<u>36.86</u>
5940	E-Commerce Payment Transactions	Crete Public Library District	36.86			
Elmwood Park Public Library				9778	06/09/23	<u>5.61</u>
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	5.61			
Flossmoor Public Library				9779	06/09/23	<u>93.58</u>
5940	E-Commerce Payment Transactions	Flossmoor Public Library	93.58			

SWAN Library Services

Check Register

All Bank Accounts

June 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Forest Park Public Library				9780	06/09/23	<u>71.58</u>
5940	E-Commerce Payment Transactions	Forest Park Public Library	71.58			
Franklin Park Public Library District				9781	06/09/23	<u>46.26</u>
5940	E-Commerce Payment Transactions	Franklin Park Public Library District	46.26			
Geneva Public Library District				9782	06/09/23	<u>189.55</u>
5940	E-Commerce Payment Transactions	Geneva Public Library District	189.55			
Glen Ellyn Public Library				9783	06/09/23	<u>150.93</u>
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	150.93			
Glenside Public Library				9784	06/09/23	<u>14.16</u>
5940	E-Commerce Payment Transactions	Glenside Public Library	14.16			
Grande Prairie Public Library				9785	06/09/23	<u>17.17</u>
5940	E-Commerce Payment Transactions	Grande Prairie Public Library	17.17			
Green Hills Public Library District				9786	06/09/23	<u>31.17</u>
5940	E-Commerce Payment Transactions	Green Hills Public Library District	31.17			
Harvey Public Library District				9787	06/09/23	<u>12.23</u>
5940	E-Commerce Payment Transactions	Harvey Public Library District	12.23			
Hinsdale Public Library				9788	06/09/23	<u>21.66</u>
5940	E-Commerce Payment Transactions	Hinsdale Public Library	21.66			
Justice Public Library District				9789	06/09/23	<u>9.41</u>
5940	E-Commerce Payment Transactions	Justice Public Library District	9.41			
La Grange Park Public Library District				9790	06/09/23	<u>21.67</u>
5940	E-Commerce Payment Transactions	La Grange Park Public Library District	21.67			
Linda Sokol Francis Brookfield Library				9791	06/09/23	<u>9.41</u>
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	9.41			
SWAN Board Meeting		Exhibit Page 8 of 50			July 21, 2023	

SWAN Library Services**Check Register**

All Bank Accounts

June 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
McCook Public Library District				9792	06/09/23	<u>29.55</u>
5940	E-Commerce Payment Transactions	McCook Public Library District	29.55			
Midlothian Public Library				9793	06/09/23	<u>17.69</u>
5940	E-Commerce Payment Transactions	Midlothian Public Library	17.69			
Oak Lawn Public Library				9794	06/09/23	<u>17.00</u>
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	17.00			
Oak Park Public Library				9795	06/09/23	<u>975.43</u>
5940	E-Commerce Payment Transactions	Oak Park Public Library	975.43			
Park Forest Public Library				9796	06/09/23	<u>30.04</u>
5940	E-Commerce Payment Transactions	Park Forest Public Library	30.04			
River Forest Public Library				9797	06/09/23	<u>76.52</u>
5940	E-Commerce Payment Transactions	River Forest Public Library	76.52			
South Holland Public Library				9798	06/09/23	<u>14.15</u>
5940	E-Commerce Payment Transactions	South Holland Public Library	14.15			
St. Charles Public Library District				9799	06/09/23	<u>217.16</u>
5940	E-Commerce Payment Transactions	St. Charles Public Library District	217.16			
Steger-South Chicago Heights				9800	06/09/23	<u>25.55</u>
5940	E-Commerce Payment Transactions	Steger-South Chicago Heights	25.55			
Sugar Grove Public Library District				9801	06/09/23	<u>157.36</u>
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	157.36			
Summit Public Library District				9802	06/09/23	<u>25.70</u>
5940	E-Commerce Payment Transactions	Summit Public Library District	25.70			
Town & Country Public Library District				9803	06/09/23	<u>74.76</u>
5940	E-Commerce Payment Transactions	Town & Country Public Library District	74.76			

SWAN Library Services

Check Register

All Bank Accounts

June 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
University Park Public Library District				9804	06/09/23	<u>5.82</u>
5940	E-Commerce Payment Transactions	University Park Public Library District	5.82			
Villa Park Public Library				9805	06/09/23	<u>57.52</u>
5940	E-Commerce Payment Transactions	Villa Park Public Library	57.52			
Westchester Public Library				9806	06/09/23	<u>12.26</u>
5940	E-Commerce Payment Transactions	Westchester Public Library	12.26			
Westmont Public Library				9807	06/09/23	<u>40.36</u>
5940	E-Commerce Payment Transactions	Westmont Public Library	40.36			
Woodridge Public Library				9808	06/09/23	<u>68.39</u>
5940	E-Commerce Payment Transactions	Woodridge Public Library	68.39			
Comcast				9809	06/14/23	<u>759.95</u>
5480	Telecommunications	Comcast - June 1 - June 30	759.95			
Lauterbach & Amen, LLP				9810	06/14/23	<u>1,055.00</u>
5820	Accounting	Lauterbach & Amen, LLP - May	1,055.00			
LIMRICC				9811	06/14/23	<u>16,958.16</u>
5025	Health, Dental, Life And Disability Insurance	LIMRICC - June	16,958.16			
Marcive, Inc.				9812	06/14/23	<u>290.64</u>
5450	Data Management Services	Marcive, Inc. - May	290.64			
Unique Integrated Communications, Inc.				9813	06/14/23	<u>6,165.12</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices - May	405.54			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Curbside - June	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee - May	5,719.58			

SWAN Library Services

Check Register

All Bank Accounts

June 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Wellness Insurance Network-WIN				9814	06/14/23	<u>171.00</u>
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - June	171.00			
Zoobean, Inc.				9815	06/14/23	<u>2,497.50</u>
5490	Group Purchases - Services	Zoobean, Inc. - separation fee	2,497.50			
Aaron Skog				9816	06/15/23	<u>101.92</u>
5310	Travel Reimbursement	Aaron Skog - PHS, BDD, CIS	101.92			
EBSCO Information Services				9817	06/15/23	<u>234,381.60</u>
1400	Prepaid Expenses	EBSCO Information Services - Novelist Select - 7/1/23-6/30/24	56,044.60			
1400	Prepaid Expenses	EBSCO Information Services - Open Athens - 7/1/23-6/30/24	62,757.00			
1400	Prepaid Expenses	EBSCO Information Services - EBSCO Package - 7/1/23 - 6/30/24	115,580.00			
Ian Nosek				9818	06/15/23	<u>61.57</u>
5310	Travel Reimbursement	Ian Nosek - 6/5/23	61.57			
Scott Brandwein				9819	06/15/23	<u>46.11</u>
5310	Travel Reimbursement	Scott Brandwein - Palos Hts.	46.11			
Virginia Blake				9820	06/15/23	<u>81.88</u>
5310	Travel Reimbursement	Virginia Blake - PHS, BIS, TFS	81.88			
Ian Nosek				9821	06/16/23	<u>19.19</u>
5310	Travel Reimbursement	Ian Nosek - 6/16	19.19			
Ian Nosek				9821	06/23/23	<u>(19.19)</u>
5310	Travel Reimbursement	To VOID check 9821	-19.19			
Library Pass, Inc.				9822	06/23/23	<u>(8,366.10)</u>
1400	Prepaid Expenses	To VOID check 9822	-1,509.18			
1400	Prepaid Expenses	To VOID Check 9822	-6,856.92			
Library Pass, Inc.				9822	06/16/23	<u>8,366.10</u>

SWAN Library Services

Check Register

All Bank Accounts

June 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
1400	Prepaid Expenses	Llibrary Pass, Inc. - Comics Plus 7/1/23-6/30/24	1,509.18			
1400	Prepaid Expenses	Llibrary Pass, Inc. - Comics Plus 7/1/23-6/30/24	6,856.92			
Nicor Gas				9823	06/16/23	<u>53.12</u>
5120	Utilities	Nicor Gas- 05/16/2023 - 06/14/2023	53.12			
Nicor Gas				9823	06/23/23	<u>(53.12)</u>
5120	Utilities	To VOID Check 9823	-53.12			
Reliance Standard Life Insurance Co.				9824	06/23/23	<u>(812.04)</u>
5025	Health, Dental, Life And Disability Insurance	To VOID Check 9824	-812.04			
Reliance Standard Life Insurance Co.				9824	06/16/23	<u>812.04</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. 7/1-7/30	812.04			
Library Pass, Inc.				9825	06/16/23	<u>8,366.10</u>
1400	Prepaid Expenses	Library Pass, Inc. 7/1/23-6/30/23	1,856.92			
1400	Prepaid Expenses	Library Pass, Inc. 7/1/23-6/30/23	6,509.18			
Nicor Gas				9826	06/16/23	<u>53.12</u>
5120	Utilities	Nicor Gas	53.12			
Ian Nosek				9827	06/16/23	<u>19.19</u>
5310	Travel Reimbursement	Ian Nosek - PHS	19.19			
Ian Nosek				9827	06/23/23	<u>(19.19)</u>
5310	Travel Reimbursement	To VOID Check 9827	-19.19			
Reliance Standard Life Insurance Co.				9828	06/23/23	<u>(812.04)</u>
5025	Health, Dental, Life And Disability Insurance	To VOID Check 9828	-812.04			
Reliance Standard Life Insurance Co.				9828	06/16/23	<u>812.04</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. July	812.04			

SWAN Library Services

Check Register

All Bank Accounts

June 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Ian Nosek				9829	06/16/23	<u>19.19</u>
5310	Travel Reimbursement	Ian Nosek - 6/16	19.19			
Reliance Standard Life Insurance Co.				9830	06/16/23	<u>812.04</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. July	812.04			
Cynthia Romanowski				9831	06/22/23	<u>385.00</u>
5230	Staff Professional Development	Cynthia Romanowski	385.00			
First Bankcard				51002	06/14/23	<u>12,638.19</u>
5230	Staff Professional Development	First Bankcard - conference Skog hotel charges	849.56			
5230	Staff Professional Development	First Bankcard - conference Brandwein hotel charges	848.15			
5420	Application Software Licensing	First Bankcard - LassPass 1 yr. subscription	1,407.60			
5420	Application Software Licensing	First Bankcard - Advance Installer Maint.	423.30			
5420	Application Software Licensing	First Bankcard - Reflector (Paddle.net)	109.95			
5420	Application Software Licensing	First Bankcard - Mailchimp	47.00			
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 virtual machine series	8.91			
5430	Server Software Licensing	First Bankcard - Microsoft virtual machine series	168.83			
5430	Server Software Licensing	First Bankcard - Microsoft virtual machine series	71.00			
5430	Server Software Licensing	First Bankcard - Microsoft virtual machine series	22.50			
5430	Server Software Licensing	First Bankcard - Microsoft Azure	4,563.11			
5430	Server Software Licensing	First Bankcard - Microsoft virtual machine series	48.50			
5430	Server Software Licensing	First Bankcard - Microsoft Azure	3,096.00			
5470	Subscription Support Services	First Bankcard - Sendgrid	367.17			
5480	Telecommunications	First Bankcard - Grasshopper	48.13			
5480	Telecommunications	First Bankcard - Microsoft Skype	288.00			
5510	Office Supplies	First Bankcard - Amazon	39.48			
5520	Postage	First Bankcard - USPS	189.00			

SWAN Library Services**Check Register**

All Bank Accounts

June 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
T.A. Systems Inc.				51003	06/29/23	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. May	260.00			
ComEd				51004	06/29/23	<u>497.05</u>
5120	Utilities	ComEd - 5/17/2023 to 6/16/2023	497.05			
Quail Ridge Drive Investors, LLC				51005	06/29/23	<u>9,992.61</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	9,992.61			
ComEd				51006	06/14/23	<u>523.83</u>
5120	Utilities	Com Ed - 4/18/2023 to 5/17/2023	523.83			
Check List Total						<u><u>299,216.82</u></u>

SWAN BOARD MEETING MINUTES

June 16, 2023, 9:30 a.m.
Palos Heights Public Library
12501 South 71st Avenue
Palos Heights, IL 60463

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

2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director
Ginny Blake, SWAN Business Manager
Scott Brandwein, SWAN Assistant Director
Samantha Johnson – Director - Roselle Public Library
Julie Milavec – Director -Downers Grove Public Library

There was no public comment.

3. Action Item

Acceptance of the June 16, 2023, SWAN Board Meeting Agenda

Koll moved, seconded by Cottrill that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS JUNE 16, 2023, SWAN BOARD MEETING AGENDA AS AMENDED

Motion carried by unanimous voice vote.

4. Action Item

Approval of SWAN Financials May 2023

Cottrill moved, seconded by Koll that it be

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

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Cottrill, Jarzemsky, Koll

5. Action Item

Acceptance of the May 19, 2023, SWAN Board Meeting Minutes

The minutes needed a spelling correction under "Action Item #7."

Blazek moved, seconded by Koll that it be

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

Motion carried by unanimous voice vote

6. Reports

a. Board President Report

Bodewes informed the board that House Bill 2789 has been signed. Bodewes thanked the SWAN Board for their support during his time on the board.

b. Executive Director Report

Skog informed the board that KitKeeper and Beanstack programs will not be renewed. He will make the announcement on the SWAN Support website. An application for IMET has been completed and ready for approval by the board (action item #9) and the Finance Committee will get together to discuss direction prior to any SWAN monies being transferred to IMET.

c. Operations Report

Brandwein reviewed the operations report.

d. Treasurers Report

None

e. Board Calendar

The action item: closed session minutes 6-month review needs to be reviewed. The July 2023 board meeting will be held at Midlothian Public Library.

7. Discussion Item

Recommendation on IT & System Support "Managed Detection and Response"

Ian Nosek explained how cyber security works to monitor all pieces of our network. Artic Wolf has the best suite of offerings for SWAN. This cost will start with the new budget year.

8. Action Item

Approve application for membership in IMET

Jarzemsky moved, seconded by Blazek that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APPLICATION FOR MEMBERSHIP IN IMET

Motion carried by unanimous voice vote

9. Action Item

Cancel August 18, 2023, SWAN Board meeting

Cottrill moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE CANCELLATION OF THE AUGUST 18, 2023, SWAN BOARD meeting.

Motion carried by unanimous voice vote

10. Adjournment

Bodewes adjourned the meeting at 10:40 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Jesse Blazek

Board Secretary

SWAN Executive Director Report

July 21, 2023

Update on Activities

Investing SWAN Reserve Funds

I notified IMET and sent the agreement approved last month for membership. I let them know that the Board will meet in September with a goal to discuss the transfer of funds, pending a recommendation for the SWAN Board Finance Committee.

Preview of FY24 Projects

Because we are entering a new fiscal year with a new board makeup, the SWAN management team would like to share some details on the project outlook for the next 12 months.

Managed Detection and Response (MDR) with Arctic Wolf

We have already begun the onboarding process with Arctic Wolf, a provider of security monitoring, threat detection, and response. The June 2023 board packet includes a memo providing an overview of the service. The suite of services we have purchased includes a collection of training materials for staff. These are designed to raise awareness of cybersecurity and provide staff the tools to recognize cybersecurity threats, such as phishing attempts. We'll evaluate these tools and push them to SWAN staff as appropriate.

After we are set up, the following months will be an opportunity to fine-tune our incident reporting configuration, get an understanding of our security situation, and make a decision regarding a renewal with Arctic Wolf for another year.

Continued Support Site Development

Once Tara Wood returns from leave, we will return our attention to our support site. We recently upgraded the platform to Drupal 9 alongside our migration to Pantheon hosted service. Drupal 9's end of life is scheduled for November 2023, so we hope to further upgrade to Drupal 10 before the 2023 year is out. We will investigate migrating the SWAN patron site (www.swanlibraries.net) to Pantheon as well.

Ticketing System & CRM Investigation

Our current ticketing system, OTRS, is no longer meeting our support needs. The included tools for reporting, categorization, prioritization, and trend analysis are all either rudimentary or non-existent, and the version of OTRS we currently use is no longer supported.

This year, we plan to do an evaluation of alternative services. Beyond a straightforward help desk solution, we are interested in tools that integrate customer relationship management (CRM) and

possibly a documentation platform. A more robust system can help us to tune our member support services, reduce response time, more easily provide access to documentation and training options, and give us the analytical tools we need to determine where members are struggling to adjust our support strategy accordingly.

The SWAN management team already began researching options in fall of 2022 but decided to prioritize other membership projects, e.g., MessageBee, the Support site migration and upgrade. Depending on how the research phase goes, we may begin an implementation before the end of June 2024.

Network Infrastructure Updates

As we are beginning to plan for hardware retirements and the eventual relocation of SWAN headquarters, we have been taking an active look at our on-premises network infrastructure. Some of our internal systems are approaching end of life, however, as most of our critical systems are now hosted, our approach will be to take a lighter “footprint.” We have replaced our key storage server with a Synology network storage which can also operate as a virtualization host, allowing us to run the servers with on-premises requirements under this device. All remaining servers at our office will be migrated to Azure or decommissioned. Once completed, this project will significantly reduce our on-premises footprint and effectively bring all our critical systems into our cloud infrastructure. This will not only provide better reliability of systems, but also ensure that we’re as flexible as possible when it’s time to relocate.

Internal Document Management Review

I have asked that our management team spend some time internally to take a look at our document management strategy. Our current use of SharePoint in our Microsoft environment is not optimized, and we encounter frequent syncing issues on shared documents. Moreover, we lack a firm strategy for cleanup and archiving, and our organization methods vary across the organization. While this is not an immediate patron- or member-facing concern, it is important that we devote time to this in the coming year as it affects our ability to provide service.

Mobile App Evaluation

Beginning this fall 2023 we will conduct an evaluation of the landscape of catalog mobile apps. We are currently using BLUEcloud Mobile as our supported app, but we are encouraged by recent developments in LiDA, the companion app to Aspen Discovery. Moving to LiDA would give patrons a consistent experience with search and account management across platforms, and development of new features has been as frequent as we see with Aspen. Though we’re most interested in LiDA at present, our evaluation will not neglect other offerings, including the new Library App released by SOLUS this year, and our existing BLUEcloud Mobile app.

MessageBee Phase 2 Development

Now that we are fully migrated to the MessageBee platform for SMS and e-mail patron notifications, we have concluded what we have been informally calling “Phase 1.” We now have a short list of adjustments planned and future developments we are tracking. During “Phase 2,” we have reduced our regular meetings with Unique Management, but we will continue to meet monthly to receive support and advocate for development of the platform that will serve our members.

Phase 2 will include the following:

- Deployment of a new “reports only” tier of access to the MessageBee portal in response to member feedback
- Tracking member and patron feedback on the loss of autorenewal notifications to determine if this is something we need to build out
- Migration of phone notifications from SWAN Central portal to individual libraries
- Monitoring development of features for direct SMS messages to individual patrons and lists with plans to implement if possible

Infographic on Value of SWAN Membership

The Decennial Act statement SWAN prompted a discussion at the June 2023 Quarterly meeting about the benefits of SWAN with cost savings and cost avoidance perspectives. SWAN will provide a infographic for member libraries on the benefits of membership to coincide with July 2024 membership fees.

SWAN Headquarters Evaluation & Move

The lease for 800 Quail Ridge Drive ends November 2024 and we should consider a downsize of the commercial office space. Searching for a new space will entail selecting a representative for SWAN to assist with the search, as well as negotiating a new lease. We have some preliminary work that gives us some square footage of a downsized space, which will also mean SWAN will need to deaccession some of the office furniture that will no longer be needed. Conversations with commercial tenant services have indicated that SWAN should begin this work in March 2024, after selecting our commercial real estate representative.

Strategic Planning

Our next phase of 5-year strategic planning will begin in earnest in calendar 2024. This will entail forming a SWAN Board committee to create an RFP document, review proposals, and select a strategic planning consultant. The process from that point will include feedback from membership and SWAN staff.

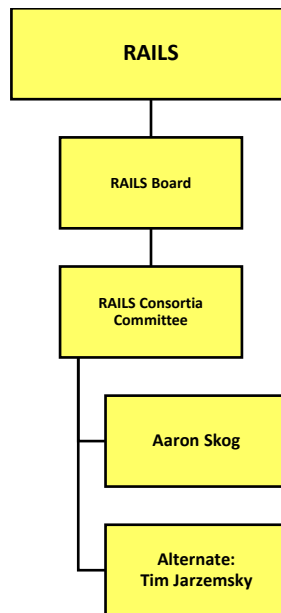
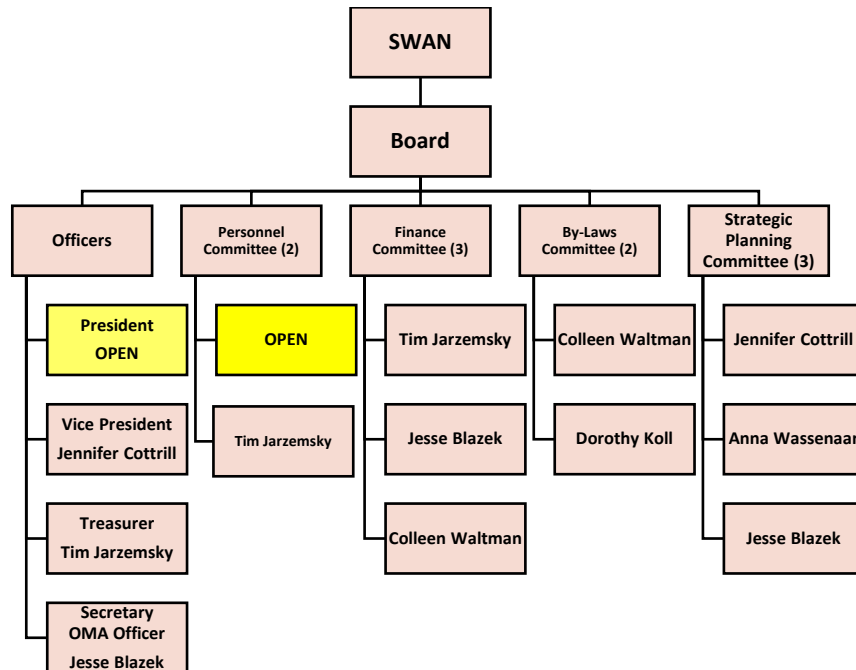
SWAN 50th Anniversary

SWAN was established in 1974 and in 2024 the organization will turn 50-years-old. The strategic plan initiative could be incorporated into a celebration of what libraries in Illinois have built cooperatively. The 50th anniversary could coincide with new office space, and a new 5-year strategic plan.

Board Considerations

Officers

The SWAN Board will need to select its officers for the next 12 months. This process traditionally has been to build a slate of those interested in the officer positions and vote representatives for those positions. The selection of representatives for SWAN Board committees and the RAILS Consortia Committee are also appointed at the July SWAN Board meeting.



RAILS Consortia Committee

Strategic Planning Committee

The committee in 2018 met in [April](#), [June](#), and [November](#). I have provided links to those meeting notes. I suggest that I give an overview at the September 2023 Quarterly membership meeting of the strategic planning steps undertaken in the creation of the expiring 5-year plan.

Personnel Committee

One area of ongoing concern for the organization is the health, dental, and life benefits provided to SWAN employees. There might be a need for some investigation into the current benefits of LIMRiCC and WIN, which could include a join meeting with the Finance Committee depending on budget impact.

Finance Committee

The committee meets at the minimum once during the budget planning process and will review the upcoming budget in detail and provide recommendations.

ByLaws Committee

The committee has not met for several years due to the pandemic, but it could be formed after the strategic planning process is complete if there are areas of the organization bylaws that require some revision.

Monthly Financial Report

Balance Sheet

The Fund Balance Unrestricted line for June is at \$ 2,452,167.46 which is unchanged from the month prior. I have updated this table to show the full annual expense budget that was revised in December 2022 by SWAN Membership (for MessageBee).

Fund Balance Unrestricted	\$2,452,167.46
Expenses to be paid from reserve	(\$43,500.00)
	\$2,408,667.46
SWAN annual expense budget	\$4,184,290.00
	58%
Number of months operating expense in reserve	6.9

Revenue & Expense Report

This month would be 100% 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.

While the June 30, 2023 reports show the budget performance for the entire fiscal year, they are preliminary and unaudited, which I have indicated on those reports in the packet.

The FY23 budget was planned as a deficit budget and then revised at the December Quarterly membership meeting to increase the expenses to accommodate MessageBee without raising additional

revenue. The good news is that at the conclusion of the fiscal year, expenses were under budget enough to not utilize our excess cash reserves.

SWAN FY23	FY23 Budget	Ending June 2023	Percentage of budget YTD 92%
Total Revenue	\$4,143,426.00	\$4,123,208.91	100%
Total Expenses	\$4,184,290.00	\$3,880,208.65	93%
Over / (Under)	(\$40,864.00)	\$243,000.26	

I reviewed the activity in all budget lines and have provided some details on how our fiscal year 2023 budget performed and have provided some explanations below.

Accounts Receivable End of the Fiscal Year 2023 Update

4010 - SWAN Full Membership Fees: 100%

All membership fees have been paid for in FY23.

4011 – Internet Access Membership Fees: 147.53%

All membership fees paid by schools were paid in FY23, and \$1,819.50 in Deferred Revenue from balance sheet was recorded, having received this revenue in a prior year.

4190 – Member Group Purchase Receipts: 103.64%

This budget line records the revenue from several group purchase initiatives in specific budget line expenses, including the EBSCO database group-purchase, hardware sold to libraries (magnetic swipes for e-commerce), and the group-purchase for Library Pass Comics Plus (which has this line overbudget). The revenue in this line is offset by expenses in #5490 Group Purchases Services, #5690 Group Purchases Hardware, and #5990 Group Purchases Content. Some of the planned group purchases for FY23 for various reasons were not initiated, but it is important to note that group-purchases overall do not impact SWAN membership fees, as these are pass-through expenses with offsetting revenue. If the group-purchase does not occur, SWAN Membership Fees were never higher than what was needed to cover SWAN's operating expenses.

4220 - Reimbursement Losses for Resource Sharing: 78.47%

The revenue line is for invoices issued as part of the SWAN-to-SWAN lost and paid material within resource sharing. This line will offset against the #5920 Reimburse for Resource Sharing expense line, which at the end of FY23 was \$39,765.56.

4310 – RAILS Support to SWAN: 100%

Four quarterly payments were made to SWAN totaling \$527,381.

4510 – Interest Income: 4,347%

SWAN's Money Market has performed better than expected for the year, with almost 5 times the expected revenue, ending \$43,476 total. Currently, the rate for June is 5.25% where the rate one year ago was 0.02%.

4600 – Reserve Fund Transfer: 0%

This revenue line is typically used to present the SWAN budget that is a deficit budget, but uses this \$34,000 reserve fund transfer to show a net zero of revenue and expenses. The reserves in FY23 would have been used to purchase restick printers with the expectation that BLUEcloud Circulation and the transit label printing were imminent for use. That turned out to not be the case, so there was no hardware/printer expense that took place.

The SWAN budget was amended to use \$37,257 from its reserve fund to pay for the one-time costs of MessageBee and its operating costs through June 30th. The MessageBee expenses for FY23 were lower than expected, which I have detailed below under the Notifications and Collections expense category.

Overall, SWAN expenses for the year were lower than budgeted, so there is no need to take any step with this budget line.

Accounts Payable End of the Fiscal Year 2023 Update

5000 – Salaries & Wages: 91.18%

This line remains under budget for the year-to-date expenses, which was anticipated, but also included some positions being vacated for portions of the year. I believe that when we plan for the FY25 budget, this budget line should be examined based on the most recent payroll data.

FY23 Salaries budget	\$1,546,800.00
FY23 Actual expense	\$1,410,446.85
Difference	\$136,353.15

5021 – FICA Expense: 87.93%

5023 – Worker's Compensation insurance: 138.87%

This line includes 3 months prepaid expenses of insurance coverage from the prior fiscal year, so it appears overbudget with 15 months coverage.

5024 – Retirement Benefits: 94.12%

SWAN provides employees a 401a plan with contributions set at 9.75% of the salary earned.

Retirement ICMA-RC Employer 9.75%	\$140,900.00
Actual expense	\$132,609.15
Difference	\$8,290.85

5025 – Health, Dental, Life and Disability Insurance: 72.84%

Some changes to SWAN personnel impacted this budget line, where individuals taking spouse or family insurance left the organization.

Health, dental, life benefits	\$228,800.00
Actual expense	\$166,663.61
Difference	\$62,136.39

5110 – Rent/Lease: 105.12%

The budgeted amount for the office lease did not include the anticipated increase which occurs each January. This mid-fiscal year increase can be factored into future budgets.

5120 – Utilities: 149.91%

The impact of inflation in the US economy saw higher than anticipated expenses for natural gas and electricity for the SWAN office.

5130 – Property Insurance: 123.46%

This line includes 3 months prepaid expenses of insurance coverage from the prior fiscal year.

5140 -- Repairs & Maintenance: 57.08%

5150 – Custodial Service & Supplies: 103.59%

5200 – Professional Development: 67.05%

This budget category focuses on the professional development of SWAN employees. The mandatory training for workplace anti-harassment is an #5230 expense, as well as conferences that were attended by staff, including ALA, International Coalition of Library Consortia (ICOLC), HR Source Employment Law conference, ILA Conference, EveryLibrary Institute fundraising webinar, and the Customers of SirsiDynix User Group, Inc. online conference.

5210 – Conference Travel: 15.70%

5220 – Staff Meetings: 233.02%

5230 – Staff Professional Development: 139.45%

5240 – Professional Association Membership Dues: 62.12%

5250 – Educational Material: 0%

5260 – Online Learning: 14.29%

5300 – Membership Professional Development: 20.15%

This budget category focuses on providing professional development for the member libraries within SWAN. This includes SWAN staff consulting, leading meetings, and facilitating membership networking events. Expenses such as a paid speaker for the SWAN Expo event did not take place as expected. The learning management system SWAN has provided is seeing success in its use, which is the ICS Learning Group expense for the Inquisiq Learning Management System.

5310 – Travel Reimbursement: 55.06%

5330 – Library Professional Development: 86.02%

5350 – Marketing & Promotional Material: 0%

5399 – Annual Conference: 0%

5420 – Application Software Licensing: 81.48%

Software used by organization employees for production of training, protection of devices, including security. This past year included subscriptions to Asana (project management/task tool), LastPass (password storage for all employees), Adobe software (using only a limited number of licenses for Illustrator, Acrobat Professional), Formsite, and Mailchimp (for the newsletter).

Application Software Licensing	\$20,600.00
Actual expense	\$16,785.44
Difference	\$3,814.56

5430 – Server Software Licensing: 104.93%

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 increased our monthly Azure costs for the first half of the fiscal year. In January we migrated the Aspen Discovery servers from SWAN's Azure hosting platform over to ByWater Solutions hosting, effectively bringing down our Azure expense, and shifting the expense to the #5440 Library Services Platform budget.

Server Infrastructure	\$96,600.00
Actual expense	\$101,365.38
Difference	(\$4,765.38)

5440 – Library Services Platform: 102.67%

Payments to ByWater, OCLC, SirsiDynix, and EBSCO have been recorded. This line reflects prepaid expenses for SirsiDynix, ByWater Solutions, OpenAthens, and EBSCO Discovery Service. As noted in the budget expense #5430, this line now has a \$24,437 ByWater hosting expense. The good news is that

with ByWater Solutions we can negotiate a fixed cost for hosting in a multi-year arrangement, whereas with Azure we paid each month what was being used, which makes budgeting a bit more difficult.

Library Services Platform	\$985,700.00
Actual expenses	\$1,011,986.01
Difference	(\$26,286.01)

5450 – Data Management Services: 94.64%

The largest expense in this category is MARCIVE, which is utilized to update the bibliographic database and catalog authority records. 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: 95.58%

The EBSCO subscription to Novelist Select is integrated within the Aspen Discovery catalog, as is the ProQuest subscription to Syndetic Solutions for all cover art display in Aspen and now MessageBee email notifications.

5470 – Subscription Support Services: 119.96%

SWAN's support platform includes virtual meeting hosting for all governance and user groups, remote desktop assistance to library staff, and remote monitoring of systems for SWAN on-call staff. Expenses associated with this budget line include: Zoom virtual meeting platform, StatusCake (for site monitoring and alerting SWAN staff to outages), and the volume email service through SendGrid (patron notification plus library notification). The Survey & Ballot Systems subscription for the SWAN Board election cost \$1,199. Next year, the SendGrid expense will be lower as MessageBee will be taking over for a significant part of the SendGrid email notifications.

5480 – Telecommunications: 85.54%

SWAN telecommunications rely on a Comcast Business fiber connection, and Microsoft Teams for internet and phone usage. Staff no longer use phone handsets, instead have transitioned to USB headphones and microphones for calls.

5490 – Group Purchases Services: 402.75%

This line is overbudget due to the new Library Pass Comics Plus online subscription at \$13,907 being added after budget approval. This is an opt-in subscription for libraries, and the libraries were invoiced by SWAN and recorded payments in the #4190 Member Group Purchase Receipts as revenue.

5500 – General Office: 216.74%

This category is primarily the expenses associated with running the organization's headquarters at 800 Quail Ridge Drive. The number of invoices and checks have increased this year as the reconciliation of online payments in Aspen through PayPal continues monthly.

5510 – Office Supplies: 119.46%
5520 – Postage: 167.94%
5599 – Annual Conference Supplies: 0%

5610 – Equipment Rental/Maintenance: 44.88%

5620 – Hardware: 20.98%

The anticipated expense of restick printers was budgeted at \$34,000 and was to be taken from the reserve fund. As noted in the #4600 Reserve Fund Transfer budget line, this expenditure did not take place in FY23, and has no impact on SWAN Membership Fees.

5690 – Group Purchases – Hardware: 9.07%

We anticipated with the restick printer purchase that member libraries would enter into a group purchase for additional printers. This did not take place in FY23.

5700 – Insurance: 126.50%

Prepaid expenses for D&O, business, and cybercrime insurance coverage are reflected in this budget category. This line includes 3 months prepaid expenses of insurance coverage from the prior fiscal year, so it appears overbudget with 15 months coverage.

5800 Contractual Services: 70.00%

The SWAN organization contracts with various companies for services such as a law firm for legal opinions, accounting services, financial audit, payroll, and notification services for library users.

5810 Legal: 17.20%
5820 Accounting: 104.42%
5830 Consulting: 38.91%
5840 Payroll Service Fees: 93.09%
5860 Notification & Collection: 61.96%

The MessageBee service provided by Unique Management had a one-time expense of \$10,000, plus all notifications sent via automated phone calls are also provided through MessageBee at \$9,000 annually. SWAN has also contracted with Unique Management to print all user notices at \$5,560 annually. Unique invoiced SWAN in June for the MessageBee email and SMS notification at \$5,719.58, but there were no invoices for the service in March, April, and May which were anticipated, budgeted expense.

5870 Recruitment: 0%
5899 Annual Conference Facility Contract

5910 – Print Materials: 0%

5920 – Reimbursement for Resource Sharing: 79.53%

5930 – Group Purchases – Content: 0%

The FY23 budget included a group-purchase pass-through expense for a group book order at \$10,000. Based on discussions with libraries, and employee turnover at libraries and within SWAN, we did not take steps towards a group book order. This expense would not have impacted membership fees in any way, as it was budgeted with the revenue off-set in #4190 Member Group Purchase Receipts.

5940 – E-commerce payment transactions: 58.60%

5990 – Group Purchases – Content: 103.13%

EBSCO group-purchase expense was \$442,423.00 and as a group-purchase, the expense was off-set by the participating libraries, with the revenue recorded in the #4190 Group Purchase Receipts.

6100 – Asset Management

This category of expenses did not include a budget for the #6140 Miscellaneous category, which was used in FY23 in June to write-off an outstanding balance sheet category “Spares Inventory” which was a holdover from years past at the amount of \$1,732.50.

6010 – Bank Fees: 34.35%

6020 – Merchant Account Fees: 89.80%

6099 – Annual Conference Merchant Fees: 0%

6110 – Depreciation: 0%

6140 – Miscellaneous

Operations Report: June 2023

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Summary

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

Member Engagement – All Staff

A recap of member engagement activities in June 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
6/1/2023	Generic Users/Library Use (Batavia)	User Experience, Bibliographic Services	Consultation
6/1/2023	SWAN Quarterly Meeting	All	Member meeting
6/7/2023	ILL Users	Administration	Member meeting
6/7/2023	Office Hours: MessageBee	Information Technology & System Support, User Experience, Administration	Consultation
6/7/2023	Fine Free Consultation (Glenwood-Lynwood)	Information Technology & System Support	Consultation
6/9/2023	In-Service Day Presentation (Cicero)	Administration, Information Technology & System Support	Consultation
6/14/2023	Office Hours: Cataloging	Bibliographic Services	Consultation
6/14/2023	Office Hours: Aspen	User Experience	Consultation
6/14/2023	Office Hours: Circ/Hold Map	Information Technology & System Support	Consultation
6/16/2023	SWAN Board Meeting	Administration	Governance
6/21/2023	Circulation Users	User Experience, Information Technology & System Support, Administration	Member meeting
6/21/2023	Office Hours: BLUEcloud Analytics	Information Technology & System Support	Consultation
6/22/2023	E-Resource Advisory	User Experience	Member meeting
6/26/2023	Directors Coffee Hour	Administration	Consultation
6/27/2023	SWAN Fireside Chat #50	All	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.

ILL Users (6/7/2023)

This meeting had a brief agenda this month. It included an overview of how Custom Holdings Group work in OCLC configuration, which is the feature that allows for scoped holdings in WorldCat that governs when users are guided to place ILL requests or navigated back to the SWAN catalog for items based on the institutions that hold them. They also discussed an issue we have started seeing where libraries' WorldShare Management accounts are expiring and how to regain access when this happens.

Circulation Users (6/21/2023)

Circulation Users this month covered reviews of topics important to many in the SWAN membership including helpful reports, the new Circulation Mentorship program, and a reminder of upcoming changes related to the MessageBee release. They also hosted a discussion on banned patrons, including parameters for banning and how to deal with patrons who enter the library despite a ban. There was also a discussion library cards, including barcode retention and sourcing the cards themselves.

E-Resource Advisory (6/22/2023)

This meeting saw the kickoff of this group's Open Access Resources project. Their goal is to compile a list of recommended resources in the open access space. This research will continue at the group's October meeting. The meeting also included an update on the new EBSCOhost user interface and a discussion on the utility of OpenAthens reports.

Major Projects & Research

Addison Public Library

We have received the first batch of migration data from Addison Public Library and have begun the data profiling process in earnest. SWAN staff are currently in the midst of profiling discussions with SirsiDynix and are bringing questions back to Addison when a mapping resolution is not clear. So far, this process has gone very well, and we continue to believe this migration process will go smoothly.

We are also performing bibliographic matching using Addison's MARC data. We will make their items to SWAN bibliographic records whenever possible, and we will only import MARC records that are unique to Addison's collection. Generally, we are able to match over 95% of an incoming library's holdings to our existing records. We do not yet have a final count of how Addison's data will match up.

Aspen Discovery

Aspen 23.06 and 23.07 have been released since our last report. The June release came with a new feature to display individual cover images for editions in a grouped work. This is a feature that we

hope will help mitigate the issue some users have with identifying specific editions within a group, for example illustrated editions or specific translations or abridgements. ByWater has more planned features that will address this issue.

The July release comes with a promising new feature to display public item notes in record detail displays. Public notes have historically been hidden in our Aspen and Enterprise implementations, so we are excited to bring this to the membership. Currently there is a bug with the feature where it is also displaying internal notes of certain types. Once this is resolved, we will discuss activating this feature. The delay will give cataloging departments time to decide to what extent they would like to implement public notes and to audit those that already exist in Symphony.

Security Initiatives

Managed Detection & Response (MDR) Research

The board approved the purchase of a one-year Arctic Wolf MDR service contract at the June board meeting. We have our preliminary call scheduled for July 7th to review the onboarding process and begin deploying the product.

CollectionHQ Secure File Transport Protocol (SFTP) Migration

We have provided CollectionHQ with the requisite information and they have confirmed that this was added on their end. We're currently working with SirsiDynix on scheduling the report upgrade.

Enhanced Patron Notifications – MessageBee

On June 27th, we successfully migrated email notifications to the MessageBee platform. Since then, we have had very few issues with these notifications, and we're very happy with the result. Patrons and staff have expressed enthusiasm about the more eye-catching email notifications, and some staff have expressed that they believe that fewer holds are expiring on the shelf as a result. We do not have the data to confirm this, but we hope to do some research once we have more circulation data to examine.

Staff have expressed an interest in obtaining a new level of access to the MessageBee web portal. We are currently working with Unique Management to set up a "Reports Only" tier of portal access for all of our libraries. This way users can run reports and resolve message errors without having access to the template and banner configuration. We will distribute login and password information as soon as we have it.

We are taking a short breather on the MessageBee project for now, but we plan to have further discussion in the coming weeks on the next phase of work on this project, including discussion of autorenewal notifications and the migration of phone notifications from a centralized SWAN account to the accounts of the libraries themselves.

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 & Pre-conference prep	All (UX Lead)	Partnerships
Wednesdays	Addison + SWAN + SirsiDynix Weekly Migration Meeting	All	Partnerships
Alternate Wednesdays	Aspen Grouped Work Working Group	Administration, Bibliographic Services	Partnerships
6/1/2023	Aspen Gathering	All	Partnerships
6/6/2023	Luxer/Sirsi Integration Roundtable	Information Technology & System Support, Administration	Partnerships
6/6/2023; 6/20/2023	Unique - MessageBee	All	Partnerships
6/12/2023	Luxer/SWAN/VPD Review	Information Technology & System Support, Administration	Partnerships
6/15/2023	OCLC Discussion (ALA Session, Addison)	Administration	Partnerships
6/16/2023	Arctic Wolf + SWAN Libraries Sync	Information Technology & System Support, Administration	Partnerships
6/21/2023	RAILS Boundless Discussion	User Experience, Administration	Partnerships
6/23/2023	ALA Preconference: Open Source Software Success for Libraries	Administration, User Experience, Bibliographic Services	Partnerships
6/30/2023	SWAN SureSailing	All	Partnerships

Group Purchases

EBSCO database group purchase

Updated EBSCO subscription URLs were distributed on June 28th, marking an end to the group purchase project for this year.

Comics Plus

This group purchase negotiation has also concluded, and libraries staying in the discount saw a 3% cost increase starting July 1st.

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Outage tracking









While there weren't any system outages in June, there were a few notable incidents, which caused some minor service disruptions.

On Sunday, June 4th, one of our overnight processing reports ran in excess of 14 hours, delaying our other regularly scheduled Symphony reports. This delay was related to the ongoing authority record project and had been tested multiple times in our Test environment. Unfortunately, we're unable to accurately predict how a report will behave on Production simply due to the variance in overnight report processing times. We have dialed back our approach and will be discussing alternate methods for managing these authority keys at our SureSailing call at the end of the month.

Our Community Forums experienced a period of limited functionality between June 19 and 21. This was due to a misconfigured log rotation script, which caused an excessive number of logs to be retained and impacting the storage space on the server. This was rectified and we are also looking at the rotation scripts on our other systems.

Late in the day on June 21, we were made aware that Hoopla and LibraryMarket were unable to connect to SWAN. Our TLS certificate had expired and did not renew automatically. This certificate was manually renewed on June 22. These systems were able to reconnect once the certificate was issued. We have scheduled a manual renewal in September, in the event that the automatic renewal fails.

System Maintenance & Outage Calendar

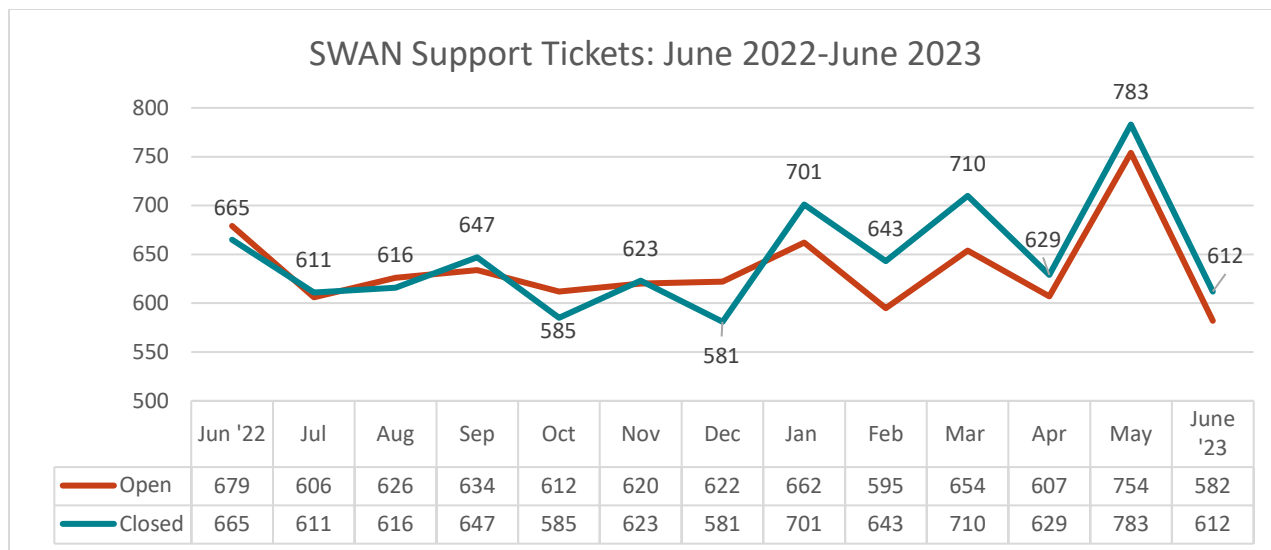
	Long Running ADUtext	Sun 6/4/2023	Mon 6/5/2023	Add, Delete, Update Text Database (adutext) ran significantly longer than anticipate...	 SirsiDynix
	Intermittent Community Forums Outage	Mon 6/19/2023	Thu 6/22/2023	VM hosting forums encountered storage issues on one drive. Systems mostly online ...	 Misc: Internal
	OTRS - Email Forwarding issue	Wed 6/21/2023	Thu 6/22/2023	Email forwarding from swanotrs@swanlibraries.net <mailto:swanotrs@swanlibrarie...	 Misc: Internal
	SIP2 - Hoopla & Library Market	Wed 6/21/2023	Thu 6/22/2023	SIP2 TLS cert expired. Renewing restored services.	 Vendors

Support Tickets

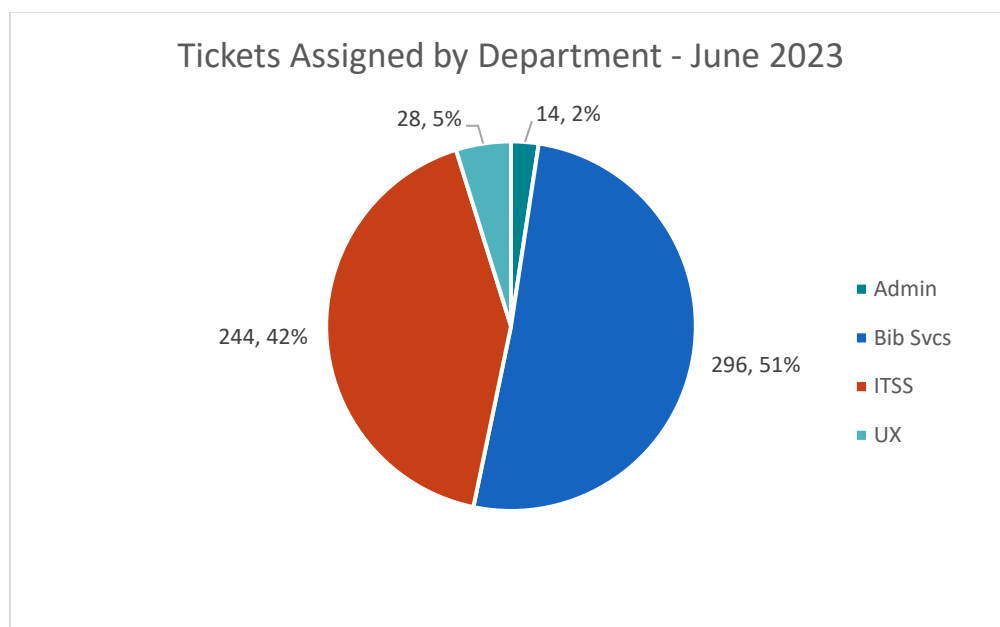
On Wednesday, June 21st, we became aware that support tickets sent via email were not being forwarded correctly. This resulted in support staff having to manually send tickets to our ticketing system. While the ticketing portal remained functional, ticket responses were also not passing correctly. The ITSS team worked through the entire mail flow and made an adjustment to the server-side forwarding rules within our Microsoft Exchange portal. This adjustment had tickets flowing correctly by early afternoon on Thursday, June 22nd.

Post-incident follow-up with Microsoft support indicated that it's likely a policy somewhere along the line expired and caused the forwarding to stop functioning. The support tech also verified that our current settings are configured correctly for our environment. We continued to send test tickets the few days following, particularly if the ticket queue was quieter than normal.

Data labels reflect tickets closed each month.



SWAN Support Tickets Opened/Closed in Past 12 Months



SWAN Support Tickets Assigned by Department

Support Site

Documentation Updates

- Extensive updates to our [Patron Notices & Notifications](#) documentation and its subordinate pages were required with the MessageBee rollout.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)

In June, we added 32 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. TS080: Searching in WorkFlows

MessageBee Training

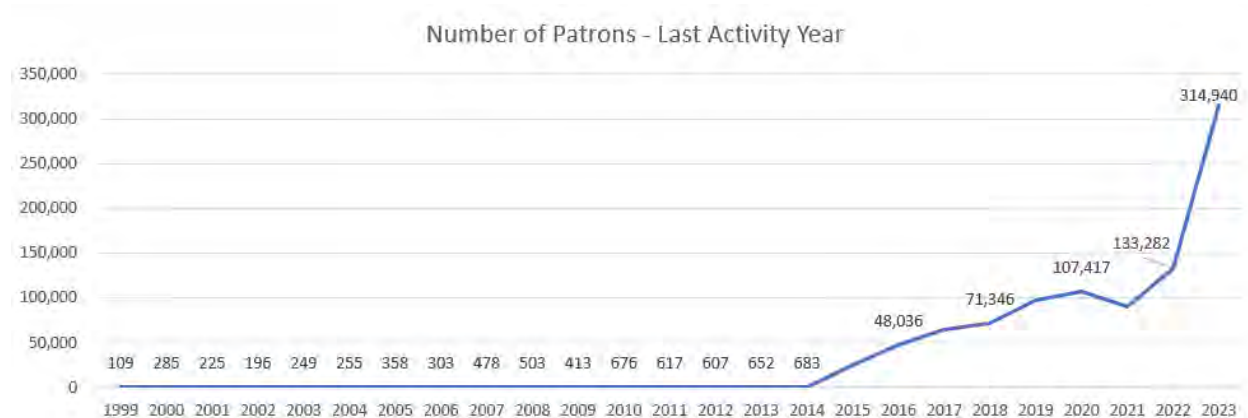
The MessageBee training recording is also available on our support site. The recording details customization options for notification templates (including incorporating custom banner images), the notification schedule, and how to run reports and troubleshoot. It also details the path by which library directors can retrieve log-in credentials to the MessageBee portal.

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 June, we purged 3,084 inactive patrons from the database.

As of early July, there were 314,940 patrons active since start of 2023. Coupled with 2022 active users (133,282) this represents 46.81% of the total patron database. Since January 1, 2020, 67% 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.

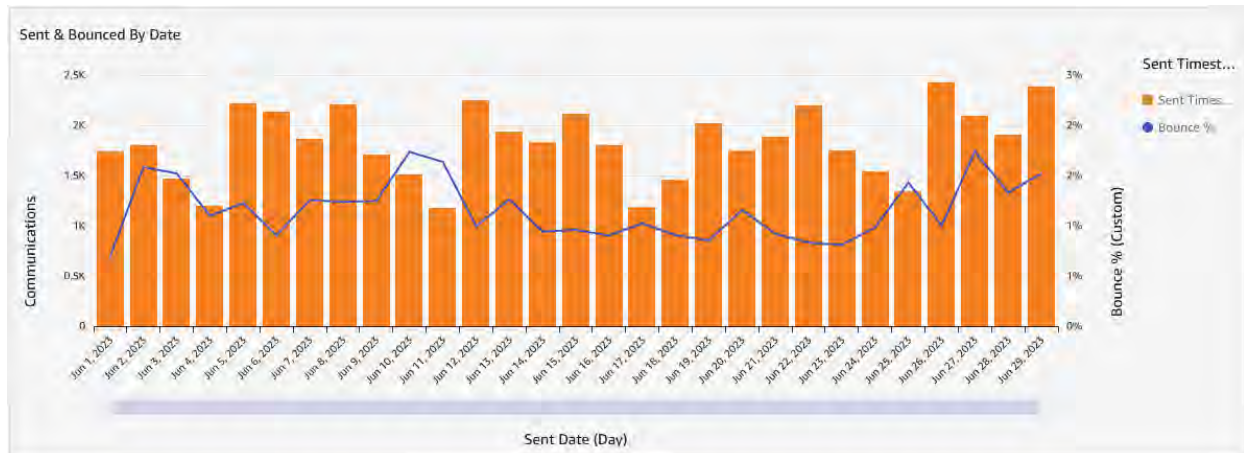


MessageBee Statistics

As of June 27, Email, SMS, and Voice notifications are all using MessageBee. As statistics begin to populate, we'll gain more insight into these statistics. The initial numbers are quite good.

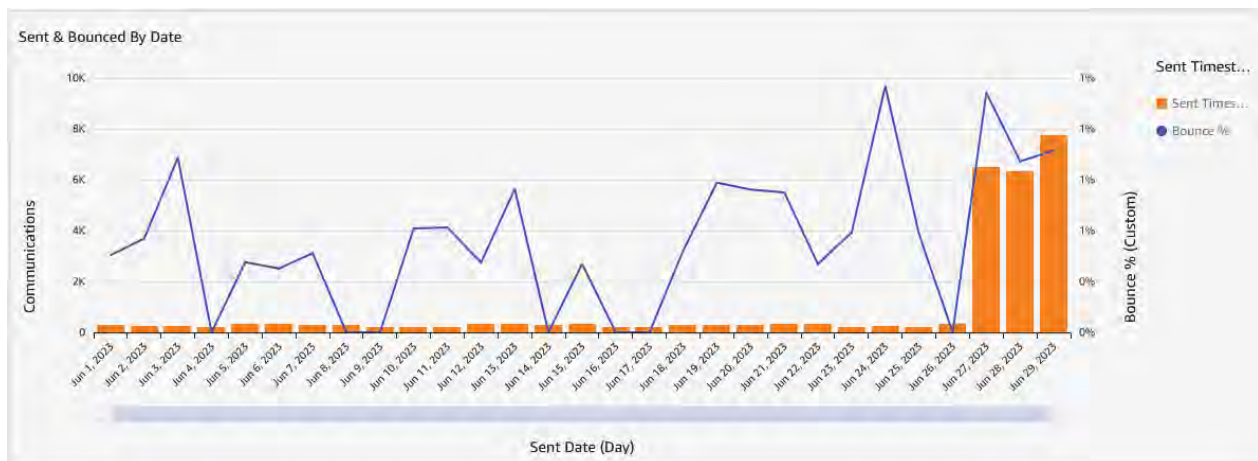
SMS notifications

Month/Year	SMS Sent	Success Count	Success Rate	Failed Count	Failure Rate
May 2023*	76,524	71,210	93.06%	5,314	6.94%
June 2023	52,750	52,148	98.86%	602	1.14%
*SMS delivery began 4/26/23 - statistics include 4/26-4/30					



Email notifications

Month, Yr	Email Sent	Success Count	Success Rate	Failed Count	Failure Rate
May, 2023	10,127	10,066	99.40%	61	0.60%
June, 2023	26,591	26,374	99.18%	217	0.82%



Phone notifications

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

Month/Year	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
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%
May 2023	7,687	7,414	96.45%	262	3.41%
June 2023	8,234	7,944	96.48%	278	3.38%

SendGrid Statistics

SendGrid statistics will be changing now that MessageBee has taken over email notices. We have been looking at the deliverability settings within our SendGrid portal and made the recommended changes to improve upon this. We have also encouraged our member libraries to contact SWAN support to verify their alias email recipients and made the necessary changes.

The Bounce Drop issue we've been investigating should become easier to diagnose, now that the overall volume of email has been reduced. We will also be purging the bounce list in an effort to allow legitimate email to pass and further identify areas where improvements can be made to our overall deliverability.

				Addresses			Messages		
Month	Total Requests	Total Processed	Success Rate (Delivered)	Email Addresses Bounced	Email marked as SPAM	Invalid Emails	Blocks	Bounce Drops	Spam drops
Jun '22		429,334	96.85% (415,790)	758	46	174	2,946	9,336	1,717
Jul '22		432,080	97.78% (422,516)	596	65	202	1,920	5,664	1,902
Aug '22		454,501	96.88% (452,300)	709	59	239	2,819	9,996	2,116
Sep '22		434,604	96.41% (418,980)	655	51	252	3,263	10,960	2,050
Oct '22		446,583	96.80% (432,311)	618	48	273	2,919	9,567	2,247
Nov '22	430,043	417,528	96.58% (415,344)	563	37	294	2,978	9,877	2,344
Dec '22	415,738	402,970	96.42% (400,868)	455	45	244	2,917	10,208	2,316

Jan '23	466,242	441,213	95.12% (443,495)	727	45	255	4,652	16,958	2,392
Feb '23	386,428	379,687	97.69% (377,512)	1,154	35	249	1,698	4,231	2,261
Mar '23	442,049	433,313	99.60% (431,561)	718	47	264	1,829	5,864	2,588
Apr '23	424,082	412,771	96.93% (379,687)	647	42	297	2,341	8,435	2,579
May '23	432,629	418,524	96.35% (416,824)	697	29	264	2,753	11,190	2,651
Jun '23	369,101	357,454	96.43% (355,934)	703	34	151	2,102	9,191	2,305

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	164	146							
Copy 2023	2,925	2,213	2,352	1,819	2,630	2,310							

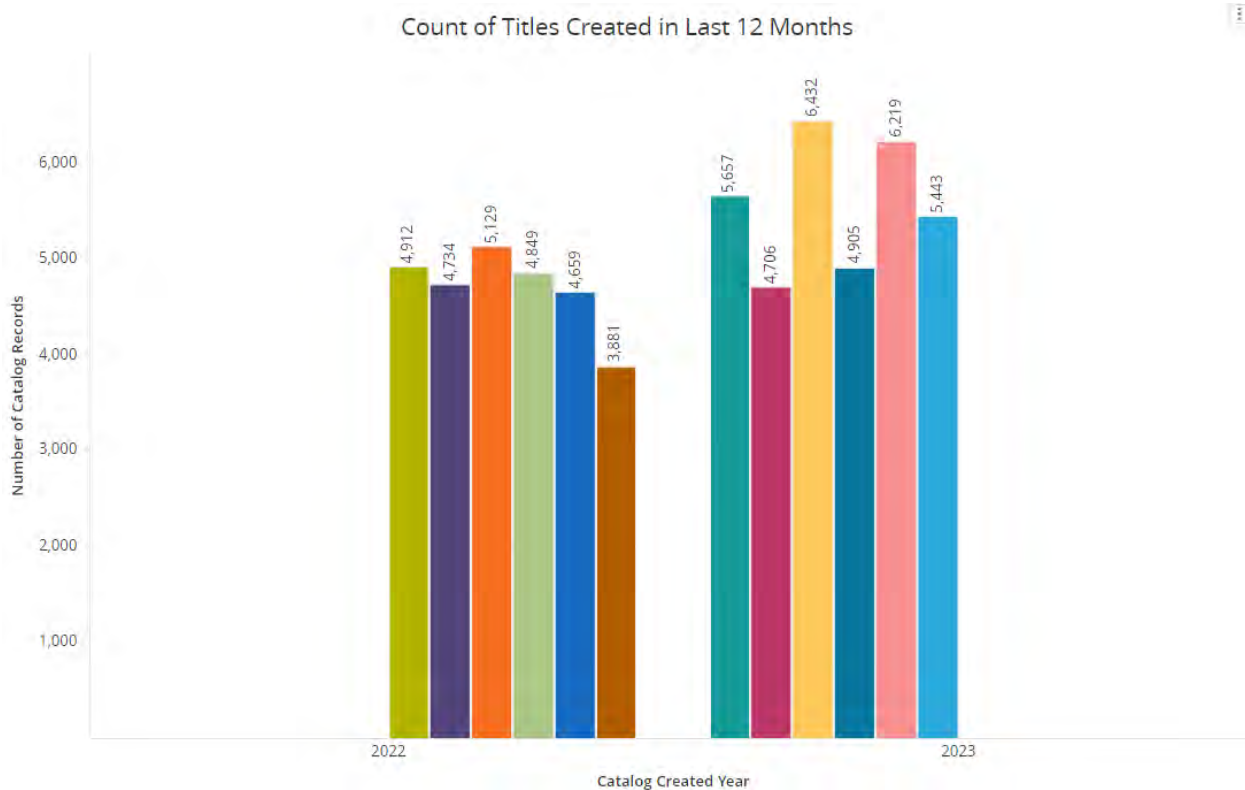
Catalog title and item counts

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 1.42 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	1,422,192	100.00%
Other	35,667	2.51%
1950-1979	67,101	4.72%
1980-1989	72,093	5.07%
1990-1999	174,570	12.27%
2000-2009	381,541	26.83%
2010-2019	519,233	36.51%
2020-Current	171,987	12.09%

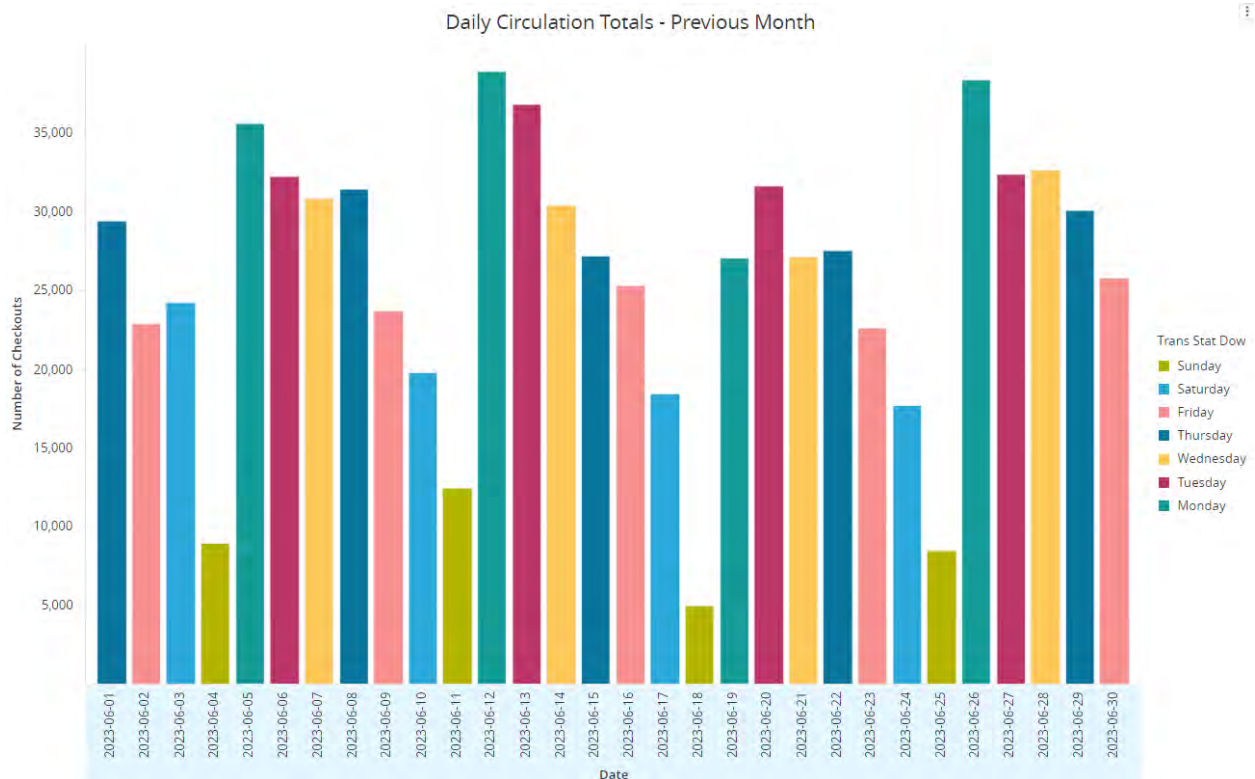
The following graph illustrates the number of existing cataloging records that were added to the database per month over the past year. The most recent month will always be high due to duplicate records, temporary ILL records, and other types of records that get deleted after a short time. This is meant to give a rough picture of the growth of our bibliographic catalog. Bibliographic Services and SWAN Cataloging Library staff are responsible for 5,100+ new bibliographic records per month over the past year, but this average has increased to 5,500+ since the start of 2023.



Circulation

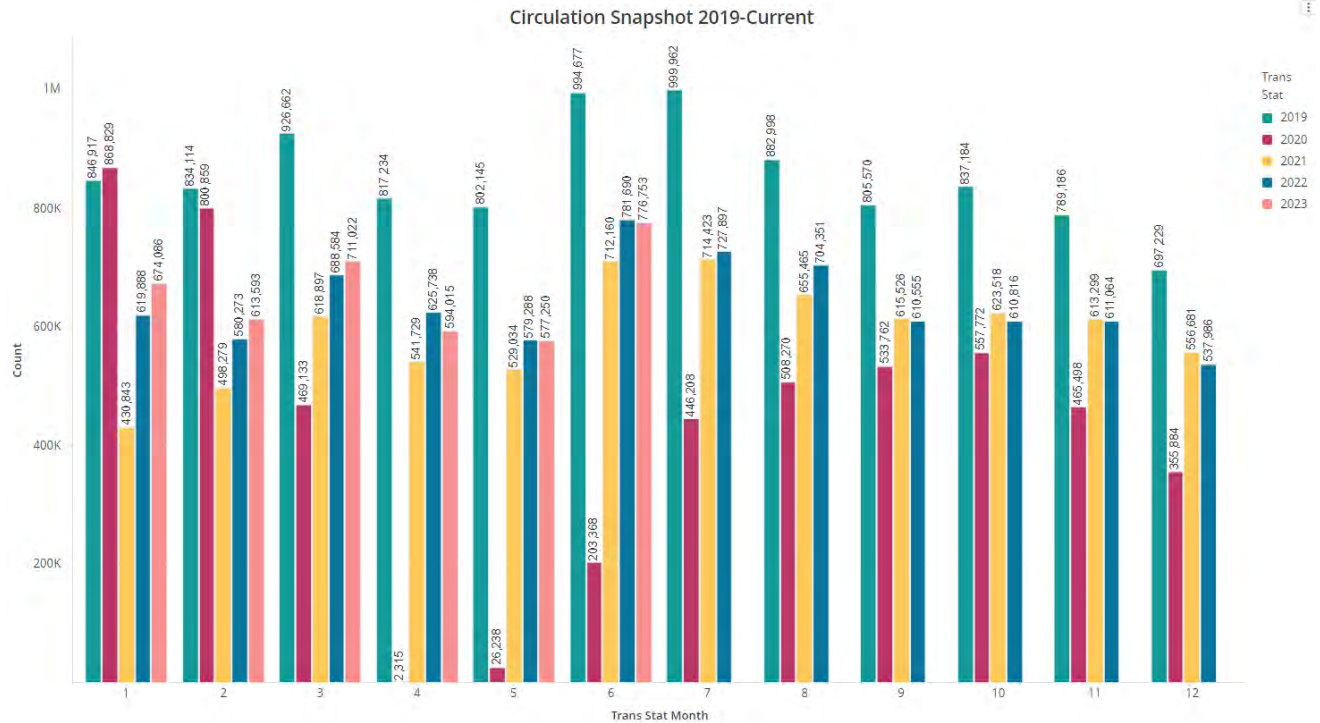
Circulation in prior month

June circulation was 776,740 items, reflecting our usual jump in circulation during June and July. Weekly distribution is normal except for a lower circulation count on Monday June 19th due to closures for the Juneteenth holiday.



Monthly total comparison since 2019

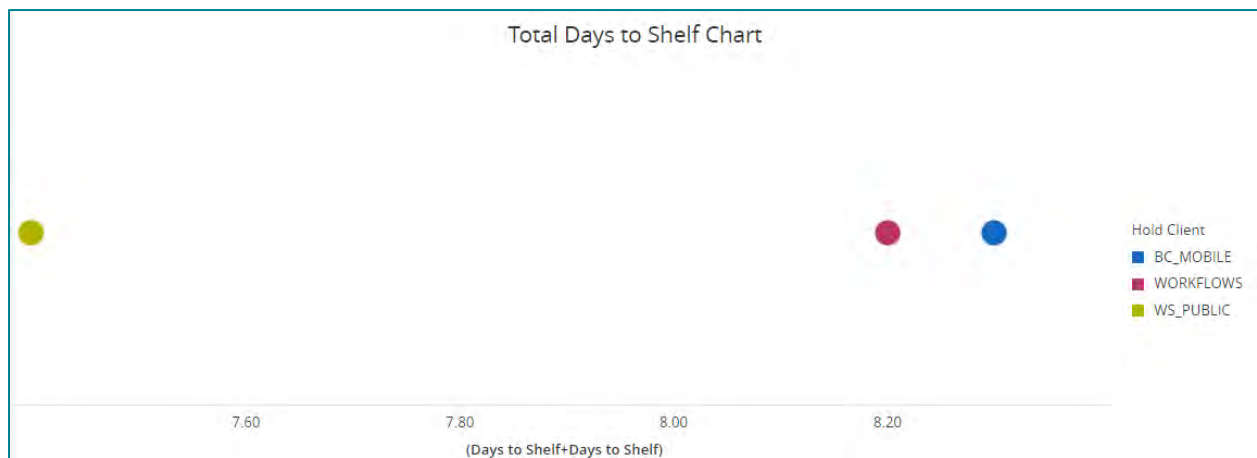
June circulation nearly matches June of 2022. The circulation count is 78% of the circulation rate in June 2019.



Holds

Time to Fill Analysis

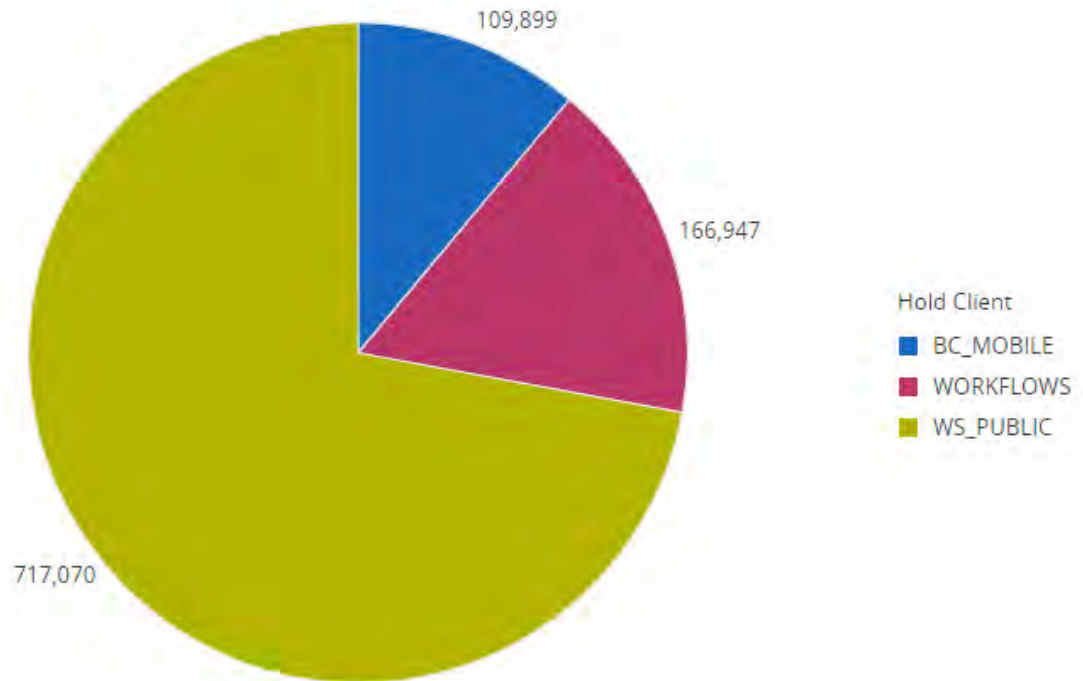
Time to fill holds steady with hold placed in Aspen continuing to outperform those placed in Workflows and BLUEcloud mobile. These charts reflect the time between January 1st and June 30th, 2023.



During the six-month period, 717,070 holds were placed and filled in Aspen, compared to 109,899 in BLUEcloud Mobile and 116,947 in WorkFlows. Over 72% of holds placed and filled, during this period were placed in Aspen. Percentage of holds placed in Workflows increased significantly, possibly due to

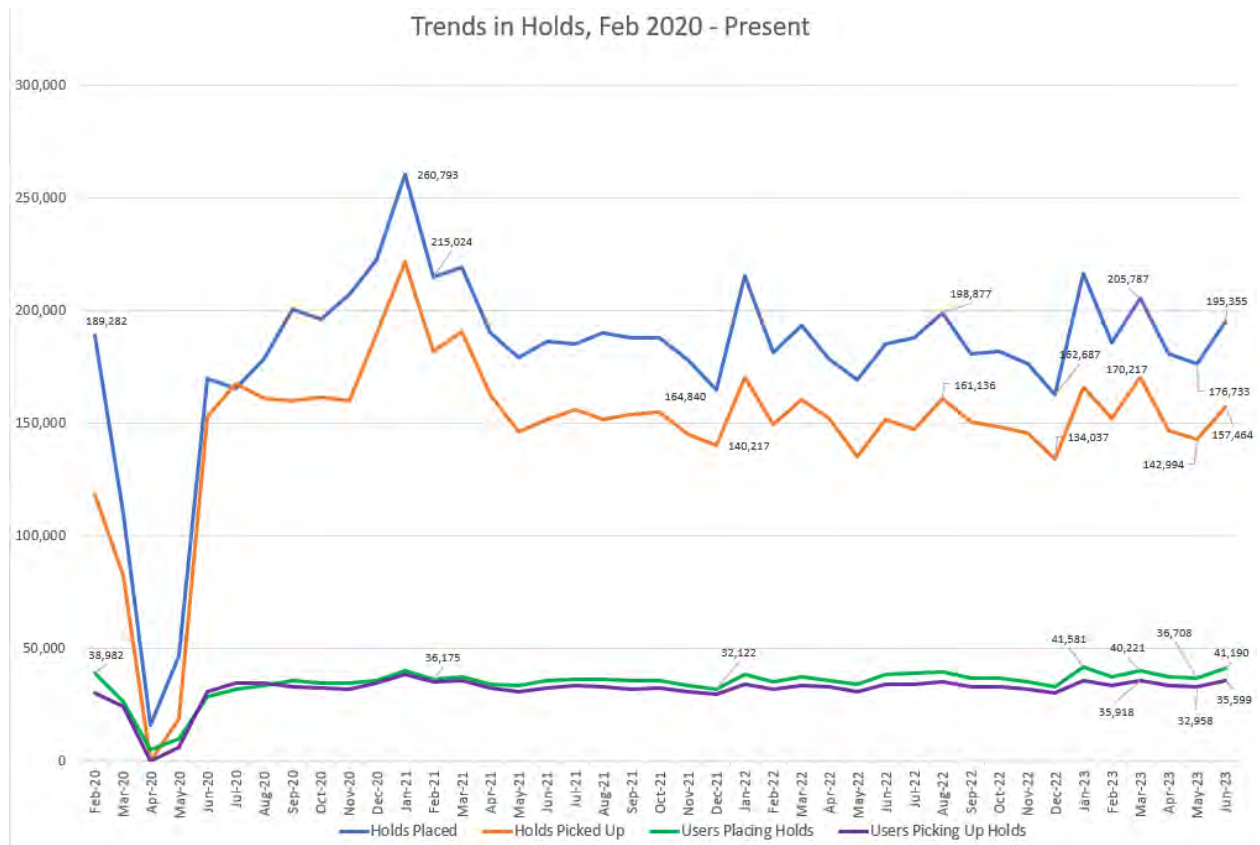
increased patron presence in the library for summer reading. We do encourage staff to place holds in Aspen Masquerade mode if at all possible.

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



Holds Placement & Pick-up

The number of patrons placing holds was 41,190, with 195,355 total holds placed. As with circulation, this is higher than last month. You can observe the 2022 and 2023 portions of the following graph following the same shape.

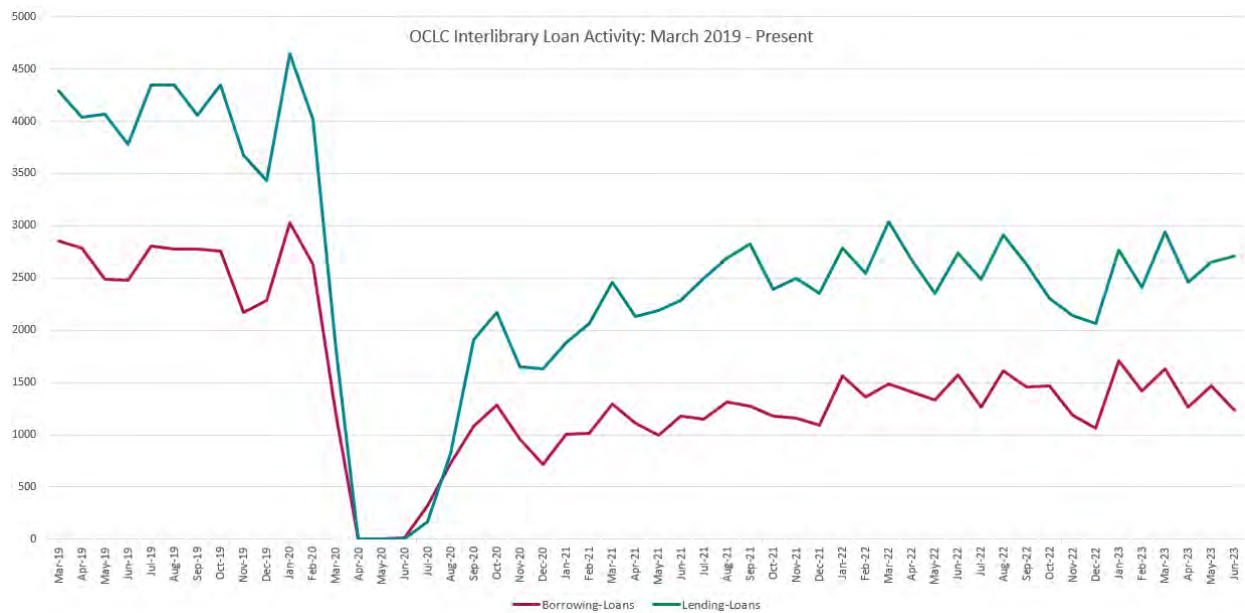


Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 109,503 in June. Non-SWAN reciprocal borrowing included 21,278 checkouts.

OCLC Worldwide Resource Sharing

Our combined OCLC interlibrary loan statistics show that SWAN continues to be a net lender. Last month we lent 2.2 items for each item borrowed.



Online Public Catalog - Aspen

We encountered some technical issues with our Google Analytics setup that we couldn't resolve in the absence of our User Experience Manager who set it up, so we couldn't extract Aspen statistics for this month. We will restore this section in our next Operations Report.

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Friday, July 21, 2023	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.
Friday, August 18, 2023	Regular SWAN Board Meeting	Meeting conflicts with SWAN Expo. Decision on recommend to cancel meeting.
Thursday, September 7, 2023	SWAN Quarterly Meeting	Introduce new SWAN Board members
Friday, September 15, 2023	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
Friday, October 20, 2023	Regular SWAN Board Meeting	Aaron begins work on FY25 budget, brings questions to SWAN Board if needed.
Friday, November 17, 2023	Regular SWAN Board Meeting	Board accepts FY23 audit. Aaron to bring FY25 Budget draft; Board discuss Fees and determines next steps. Board approves meeting dates for 2024 calendar
Thursday, December 7, 2023	SWAN Quarterly Meeting	Announce FY25 Budget Process
Friday, December 15, 2023	Regular SWAN Board Meeting	Review of FY25 Budget Draft
January 2024 (TBD)	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
Friday, January 19, 2024	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
February 2024 (TBD)	SWAN Committee of the Whole Meeting	Meeting to discuss FY25 budget, fees, and reserves worksheet.
Friday, February 16, 2024	Regular SWAN Board Meeting	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.
Thursday, March 7, 2024	SWAN Quarterly Meeting	Roll call vote to approve SWAN budget. Announce Board election process.
Friday, March 22, 2024	Regular SWAN Board Meeting	Ratify budget. Determine if Personnel Committee meeting is needed.
Friday, April 19, 2024	Regular SWAN Board Meeting	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.
Friday, May 17, 2024	Regular SWAN Board Meeting	Director Evaluation - Provide results and discuss (Executive Session). Review Board Self-Evaluation Results.
Thursday, June 6, 2024	SWAN Quarterly Meeting	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 21, 2024	Regular SWAN Board Meeting	SWAN Executive Director evaluation. Review/Write Off Allowance for Doubtful Accounts.

SWAN Board & Membership Meeting Schedule 2023 & 2024

Proposed schedule for approval by SWAN Board

Friday, July 21, 2023	Regular SWAN Board Meeting	Midlothian Public Library
Friday, August 18, 2023	Regular SWAN Board Meeting	Canceled
Thursday, September 7, 2023	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, September 15, 2023	Regular SWAN Board Meeting	TBD
Friday, October 20, 2023	Regular SWAN Board Meeting	TBD
Friday, November 17, 2023	Regular SWAN Board Meeting	TBD
Thursday, December 7, 2023	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, December 15, 2023	Regular SWAN Board Meeting	TBD
Friday, January 19, 2024	Regular SWAN Board Meeting	TBD
Friday, February 16, 2024	Regular SWAN Board Meeting	TBD
Thursday, March 7, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, March 22, 2024	Regular SWAN Board Meeting	TBD
Friday, April 19, 2024	Regular SWAN Board Meeting	TBD
Friday, May 17, 2024	Regular SWAN Board Meeting	TBD
Thursday, June 6, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, June 21, 2024	Regular SWAN Board Meeting	TBD



[insert Zoom link here]

SWAN Administrators' & Directors' Quarterly Meeting

September 1, 2022

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 June 1, 2023 Quarterly meeting minutes
5. Information Item— SWAN strategic planning process
6. Announcements and Questions
7. Next meeting: December 7, 2023

Meeting Information

Member Comment after each agenda item. The Quarterly Meeting will be live streamed via Zoom. The URL below is specific to the date of the meeting. Please join the meeting from your computer, tablet, or smartphone.