

SWAN BOARD MEETING AGENDA

November 17, 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 November 17, 2023 SWAN Board Meeting Agenda

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

4. Action Item – Approval of SWAN Financials, October 2023 (Exhibit pgs. 3-17)
 - a. Balance sheet and detail of expenditures for October 2023
 - b. Approval of the payment of bills for October 1, 2023, through October 31, 2023 in the amount of \$90,588.66

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

5. Action Item – Acceptance of the October 20, 2023, SWAN Board Meeting Minutes (Exhibit pgs. 18-20)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE OCTOBER 20, 2023 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports
 - a. Board President Report
 - b. Executive Director Report (Exhibit pgs. 21-25)
 - c. Operations Report (Exhibit pgs. 26-47)
 - d. Treasurer Report
 - e. Board Calendar (Exhibit pgs. 48-49)

7. Action Item – Accept the fiscal year 2023 audit
8. Action Item – Approve the revised Employee Handbook (Exhibit pgs. 50-121)
9. Information Item—Sick Leave Donation annual report (Exhibit pg. 122)
10. Discussion— SWAN customer satisfaction survey (Exhibit pgs. 123-129)
11. Discussion—SWAN Quarterly meeting December 7, 2023 agenda (Exhibit pg. 130)
12. Adjournment

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

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

SWAN Library Services
Balance Sheet
As of October 31, 2023

	<u>Balance End of Month</u>
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 720,403.92
Hinsdale Bank - MM - 5010	1,485,108.87
Propay Funds	<u>\$ 42.86</u>
Total Cash and Cash Equivalents	<u>\$ 2,205,555.65</u>
Current Assets	
Accounts Receivable	613,953.20
REINT Receivable	-
Other Receivables	-
Deposits	<u>23,467.08</u>
Total Current Assets	<u>\$ 637,420.28</u>
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	<u>(351,227.75)</u>
Total Capital Assets, net	<u>\$ 16,551.11</u>
Total Assets	<u>\$ 3,025,181.85</u>
LIABILITIES	
Current Liabilities	
Accrued Payroll	\$ 48,244.58
Compensated Absences	109,749.24
Lease Payable	<u>11,125.12</u>
Total Current Liabilities	<u>\$ 169,118.94</u>
Long Term Liabilities	
Lease Liability - Right to Use Asset	<u>\$ 197,619.40</u>
Total Long Term Liabilities	<u>\$ 197,619.40</u>
Total Liabilities	<u>\$ 366,738.34</u>
FUND BALANCE	
Beginning Net Assets	
Unrestricted	<u>2,693,949.91</u>
Total Beginning Net Assets	2,693,949.91
Current YTD Net Income	<u>(35,506.40)</u>
Total Fund Balance	<u>2,658,443.51</u>
Total Liabilities and Fund Balances	<u>\$ 3,025,181.85</u>

Statement of Revenue and Expenses Summary
For the 4 Months Ended October 31, 2023

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
Revenue					
4000 - Membership Fees	\$758,364.66	\$1,520,502.64	\$3,071,672.00	\$ 1,551,169.36	49.50%
4100 - Membership Reimbursements	13,851.33	464,382.83	443,223.00	(21,159.83)	104.77%
4200 - Reimbursement for Losses	14,364.74	34,402.17	108,680.00	74,277.83	31.65%
4300 - Grant Revenue	124,759.50	249,519.00	515,012.00	265,493.00	48.45%
4400 - Registration & Event Receipts	-	6,260.00	3,400.00	(2,860.00)	184.12%
4500 - Investment & Interest	6,944.90	26,693.59	20,800.00	(5,893.59)	128.33%
4600 - Reserve Fund Transfer	-	-	73,800.00	73,800.00	0.00%
Total Revenue	<u>918,285.13</u>	<u>2,301,760.23</u>	<u>4,236,587.00</u>	<u>1,934,826.77</u>	<u>54.33%</u>
Expenses					
5000 - Salaries & Wages	113,345.29	487,978.88	1,546,800.00	1,058,821.12	31.55%
5020 - Personnel Benefits	38,990.02	143,838.32	457,700.00	313,861.68	31.43%
5100 - Building & Grounds	20,980.67	54,149.10	129,510.00	75,360.90	41.81%
5200 - Professional Development	569.00	1,579.35	16,700.00	15,120.65	9.46%
5300 - Membership Development	3,721.25	2,998.54	7,370.00	4,371.46	40.69%
5400 - Information & Technology Services	7,795.55	1,099,379.61	1,269,400.00	170,020.39	86.61%
5500 - General Office	100.52	2,696.39	2,700.00	3.61	99.87%
5600 - Hardware & Equipment	95.10	570.60	6,300.00	5,729.40	9.06%
5700 - Insurance	11,321.00	11,321.00	11,500.00	179.00	98.44%
5800 - Contractual Services	7,461.81	42,838.60	216,984.00	174,145.40	19.74%
5900 - Library Materials & Content	14,660.42	489,108.41	565,251.00	76,142.59	86.53%
6000 - Interest & Fees	347.14	807.83	4,050.00	3,242.17	19.95%
Total Expenses	<u>219,387.77</u>	<u>2,337,266.63</u>	<u>4,236,587.00</u>	<u>1,899,320.37</u>	<u>55.17%</u>
Excess Revenues less Expenses	<u>\$ 698,897.36</u>	<u>\$ (35,506.40)</u>	<u>\$ 0.00</u>	<u>\$ 35,506.40</u>	

Statement of Revenue and Expenses
For the 4 Months Ended October 31, 2023

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
Revenue					
4010 - SWAN Full Membership Fees	\$ 758,364.66	\$ 1,520,502.64	\$ 3,067,972.00	\$ 1,547,469.36	49.56%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	13,851.33	464,382.83	443,223.00	(21,159.83)	104.77%
4220 - Reimbursement Losses for Resource Sharing	11,375.00	19,024.41	63,000.00	43,975.59	30.20%
4240 - E-Commerce Transactions	2,989.74	15,377.76	45,680.00	30,302.24	33.66%
4310 - RAILS Support to SWAN	124,759.50	249,519.00	498,388.00	248,869.00	50.07%
4320 - Other Grant Revenue	0.00	0.00	16,624.00	16,624.00	0.00%
4499 - Annual Conference Receipts	0.00	6,260.00	3,400.00	(2,860.00)	184.12%
4510 - Interest Income	6,944.90	26,693.59	20,800.00	(5,893.59)	128.33%
4600 - Reserve Fund Transfer	0.00	0.00	73,800.00	73,800.00	0.00%
Total Revenue	<u>918,285.13</u>	<u>2,301,760.23</u>	<u>4,236,587.00</u>	<u>1,934,826.77</u>	<u>54.33%</u>
Expenses					
5000 - Salaries & Wages	113,345.29	487,978.88	1,546,800.00	1,058,821.12	31.55%
5021 - FICA Expense	8,361.46	36,140.90	118,400.00	82,259.10	30.52%
5023 - Worker's Compensation	5,071.00	5,071.00	4,500.00	(571.00)	112.69%
5024 - Retirement Benefits	10,689.68	45,924.92	140,900.00	94,975.08	32.59%
5025 - Health, Dental, Life And Disability Insurance	14,867.88	56,671.53	192,400.00	135,728.47	29.46%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	0.00	29.97	400.00	370.03	7.49%
5110 - Rent/Lease	19,985.22	49,963.05	117,300.00	67,336.95	42.59%
5120 - Utilities	455.48	2,242.08	6,700.00	4,457.92	33.46%
5130 - Property Insurance	0.00	642.00	650.00	8.00	98.77%
5140 - Repairs & Maintenance	185.85	362.85	860.00	497.15	42.19%
5150 - Custodial Service & Supplies	354.12	939.12	4,000.00	3,060.88	23.48%
5210 - Conference Travel	0.00	180.59	6,000.00	5,819.41	3.01%
5220 - Staff Meetings	0.00	0.00	900.00	900.00	0.00%
5230 - Staff Professional Development	419.00	1,073.76	4,000.00	2,926.24	26.84%
5240 - Professional Association Membership Dues	150.00	325.00	2,500.00	2,175.00	13.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	0.00	2,500.00	2,500.00	0.00%
5310 - Travel Reimbursement	0.00	47.29	800.00	752.71	5.91%
5330 - Library Professional Development	3,721.25	2,951.25	6,570.00	3,618.75	44.92%
5410 - Infrastructure Licensing	234.96	234.96	0.00	(234.96)	0.00%
5420 - Application Software Licensing	5,258.95	14,366.36	18,000.00	3,633.64	79.81%
5430 - Server Software Licensing	0.00	40,159.24	105,200.00	65,040.76	38.17%
5440 - Library Services Platform	0.00	941,568.72	1,016,300.00	74,731.28	92.65%
5450 - Data Management Services	328.50	14,436.53	33,000.00	18,563.47	43.75%
5460 - Information Subscription Service	588.00	75,476.05	75,000.00	(476.05)	100.63%
5470 - Subscription Support Services	289.00	3,082.19	6,800.00	3,717.81	45.33%
5480 - Telecommunications	1,096.14	4,384.44	14,500.00	10,115.56	30.24%
5490 - Group Purchases - Services	0.00	5,671.12	600.00	(5,071.12)	945.19%
5510 - Office Supplies	92.47	2,384.67	2,200.00	(184.67)	108.39%
5520 - Postage	8.05	117.74	500.00	382.26	23.55%
5599 - Annual Conference Supplies	0.00	193.98	0.00	(193.98)	0.00%
5610 - Equipment Rental/Maintenance	95.10	570.60	1,000.00	429.40	57.06%
5620 - Hardware	0.00	0.00	4,200.00	4,200.00	0.00%
5690 - Group Purchases - Hardware	0.00	0.00	1,100.00	1,100.00	0.00%
5700 - Insurance	11,321.00	11,321.00	11,500.00	179.00	98.44%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	0.00	2,110.00	19,160.00	17,050.00	11.01%
5830 - Consulting	0.00	2,900.00	75,000.00	72,100.00	3.87%

Statement of Revenue and Expenses
For the 4 Months Ended October 31, 2023

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
5840 - Payroll Service Fees	339.54	1,444.70	3,600.00	2,155.30	40.13%
5850 - Contractual Agreements	0.00	0.00	16,624.00	16,624.00	0.00%
5860 - Notification & Collection	7,122.27	27,527.90	92,200.00	64,672.10	29.86%
5899 - Annual Conference Facility Contract	0.00	8,856.00	8,900.00	44.00	99.51%
5910 - Print Materials	0.00	0.00	5,300.00	5,300.00	0.00%
5920 - Reimburse for Resource Sharing	11,366.14	18,990.64	63,000.00	44,009.36	30.14%
5940 - E-Commerce Payment Transactions	3,294.28	14,828.39	45,680.00	30,851.61	32.46%
5990 - Group Purchases - Content	0.00	455,289.38	451,271.00	(4,018.38)	100.89%
6010 - Bank Fees	347.14	807.83	3,700.00	2,892.17	21.83%
6020 - Merchant Account Fees	0.00	0.00	50.00	50.00	0.00%
6099 - Annual Conference Merchant Fees	0.00	0.00	300.00	300.00	0.00%
6110 - Depreciation	0.00	0.00	2,322.00	2,322.00	0.00%
Total Expenses	<u>219,387.77</u>	<u>2,337,266.63</u>	<u>4,236,587.00</u>	<u>1,899,320.37</u>	<u>55.17%</u>
 Excess Revenues less Expenses	 <u>\$ 698,897.36</u>	 <u>\$ (35,506.40)</u>	 <u>\$ 0.00</u>	 <u>\$ 35,506.40</u>	

SWAN Library Services

Check Register

All Bank Accounts

October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				10048	10/11/23	<u>46.86</u>
5920	Reimburse for Resource Sharing	Acorn Public Library	46.86			
Alsip-Merrionette Park Public Library				10049	10/11/23	<u>81.27</u>
5920	Reimburse for Resource Sharing	Alsip-Merrionette Park Public Library	81.27			
Batavia Public Library				10050	10/11/23	<u>292.84</u>
5920	Reimburse for Resource Sharing	Batavia Public Library	292.84			
Bedford Park Public Library District				10051	10/11/23	<u>78.00</u>
5920	Reimburse for Resource Sharing	Bedford Park Public Library District	78.00			
Bellwood Public Library				10052	10/11/23	<u>39.16</u>
5920	Reimburse for Resource Sharing	Bellwood Public Library	39.16			
Bensenville Community Public Library District				10053	10/11/23	<u>245.71</u>
5920	Reimburse for Resource Sharing	Bensenville Community Public Library District	245.71			
Berkeley Public Library				10054	10/11/23	<u>69.00</u>
5920	Reimburse for Resource Sharing	Berkeley Public Library	69.00			
Bloomingtondale Public Library				10055	10/11/23	<u>315.42</u>
5920	Reimburse for Resource Sharing	Bloomingtondale Public Library	315.42			
Blue Island Public Library				10056	10/11/23	<u>31.61</u>
5920	Reimburse for Resource Sharing	Blue Island Public Library	31.61			
Calumet City Public Library				10057	10/11/23	<u>81.57</u>
5920	Reimburse for Resource Sharing	Calumet City Public Library	81.57			
Chicago Heights Public Library				10058	10/11/23	<u>156.22</u>
5920	Reimburse for Resource Sharing	Chicago Heights Public Library	156.22			
Chicago Public Library				10059	10/11/23	<u>1,027.92</u>
5920	Reimburse for Resource Sharing	Chicago Public Library	1,027.92			

SWAN Library Services

Check Register

All Bank Accounts

October 2023

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Cicero Public Library 5920	Reimburse for Resource Sharing	Cicero Public Library	37.11	10060	10/11/23	<u>37.11</u>
Clarendon Hills Public Library 5920	Reimburse for Resource Sharing	Clarendon Hills Public Library	93.31	10061	10/11/23	<u>93.31</u>
Crestwood Public Library District 5920	Reimburse for Resource Sharing	Crestwood Public Library District	40.00	10062	10/11/23	<u>40.00</u>
Downers Grove Public Library 5920	Reimburse for Resource Sharing	Downers Grove Public Library	10.20	10063	10/11/23	<u>10.20</u>
Eisenhower Public Library District 5920	Reimburse for Resource Sharing	Eisenhower Public Library District	662.36	10064	10/11/23	<u>662.36</u>
Elmwood Park Public Library 5920	Reimburse for Resource Sharing	Elmwood Park Public Library	17.65	10065	10/11/23	<u>17.65</u>
Forest Park Public Library 5920	Reimburse for Resource Sharing	Forest Park Public Library	147.67	10066	10/11/23	<u>147.67</u>
Franklin Park Public Library District 5920	Reimburse for Resource Sharing	Franklin Park Public Library District	264.31	10067	10/11/23	<u>264.31</u>
Geneva Public Library District 5920	Reimburse for Resource Sharing	Geneva Public Library District	160.76	10068	10/11/23	<u>160.76</u>
Glen Ellyn Public Library 5920	Reimburse for Resource Sharing	Glen Ellyn Public Library	74.73	10069	10/11/23	<u>74.73</u>
Glenside Public Library 5920	Reimburse for Resource Sharing	Glenside Public Library	197.48	10070	10/11/23	<u>197.48</u>
Glenwood-Lynwood Public Library 5920	Reimburse for Resource Sharing	Glenwood-Lynwood Public Library	296.05	10071	10/11/23	<u>296.05</u>

SWAN Library Services

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All Bank Accounts

October 2023

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Green Hills Public Library District 5920	Reimburse for Resource Sharing	Green Hills Public Library District	901.07	10072	10/11/23	<u>901.07</u>
Harvey Public Library District 5920	Reimburse for Resource Sharing	Harvey Public Library District	39.00	10073	10/11/23	<u>39.00</u>
Hillside Public Library 5920	Reimburse for Resource Sharing	Hillside Public Library	138.00	10074	10/11/23	<u>138.00</u>
Homewood Public Library District 5920	Reimburse for Resource Sharing	Homewood Public Library District	450.00	10075	10/11/23	<u>450.00</u>
Itasca Community Library 5920	Reimburse for Resource Sharing	Itasca Community Library	137.98	10076	10/11/23	<u>137.98</u>
La Grange Park Public Library District 5920	Reimburse for Resource Sharing	La Grange Park Public Library District	221.57	10077	10/11/23	<u>221.57</u>
La Grange Public Library 5920	Reimburse for Resource Sharing	La Grange Public Library	237.05	10078	10/11/23	<u>237.05</u>
Lansing Public Library 5920	Reimburse for Resource Sharing	Lansing Public Library	276.98	10079	10/11/23	<u>276.98</u>
Lyons Public Library 5920	Reimburse for Resource Sharing	Lyons Public Library	23.23	10080	10/11/23	<u>23.23</u>
Markham Public Library 5920	Reimburse for Resource Sharing	Markham Public Library	116.01	10081	10/11/23	<u>116.01</u>
Matteson Public Library 5920	Reimburse for Resource Sharing	Matteson Public Library	43.35	10082	10/11/23	<u>43.35</u>
Messenger Public Library of North Aurora 5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora	781.85	10083	10/11/23	<u>781.85</u>

SWAN Library Services

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October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Nancy L. McConathy Public Library District				10084	10/11/23	<u>31.00</u>
5920	Reimburse for Resource Sharing	Nancy L. McConathy Public Library District	31.00			
National University of Health Sciences				10085	10/11/23	<u>20.00</u>
5920	Reimburse for Resource Sharing	National University of Health Sciences	20.00			
Oak Brook Public Library				10086	10/11/23	<u>114.86</u>
5920	Reimburse for Resource Sharing	Oak Brook Public Library	114.86			
Oak Lawn Public Library				10087	10/11/23	<u>57.25</u>
5920	Reimburse for Resource Sharing	Oak Lawn Public Library	57.25			
Oak Park Public Library				10088	10/11/23	<u>1,304.72</u>
5920	Reimburse for Resource Sharing	Oak Park Public Library	1,304.72			
Palos Heights Public Library				10089	10/11/23	<u>214.02</u>
5920	Reimburse for Resource Sharing	Palos Heights Public Library	214.02			
Palos Park Public Library				10090	10/11/23	<u>58.00</u>
5920	Reimburse for Resource Sharing	Palos Park Public Library	58.00			
Prairie State College				10091	10/11/23	<u>175.00</u>
5920	Reimburse for Resource Sharing	Prairie State College	175.00			
Richton Park Public Library District				10092	10/11/23	<u>379.01</u>
5920	Reimburse for Resource Sharing	Richton Park Public Library District	379.01			
Riverdale Public Library District				10093	10/11/23	<u>33.00</u>
5920	Reimburse for Resource Sharing	Riverdale Public Library District	33.00			
Roselle Public Library				10094	10/11/23	<u>37.83</u>
5920	Reimburse for Resource Sharing	Roselle Public Library	37.83			
South Holland Public Library				10095	10/11/23	<u>65.07</u>
5920	Reimburse for Resource Sharing	South Holland Public Library	65.07			

SWAN Library Services

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All Bank Accounts

October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Stickney-Forest View Public Library District				10096	10/11/23	<u>131.76</u>
5920	Reimburse for Resource Sharing	Stickney-Forest View Public Library District	131.76			
The Theosophical Society in America				10097	10/11/23	<u>76.79</u>
5920	Reimburse for Resource Sharing	The Theosophical Society in America	76.79			
Thomas Ford Memorial Library				10098	10/11/23	<u>110.86</u>
5920	Reimburse for Resource Sharing	Thomas Ford Memorial Library	110.86			
Thornton Public Library				10099	10/11/23	<u>15.00</u>
5920	Reimburse for Resource Sharing	Thornton Public Library	15.00			
Tinley Park Public Library				10100	10/11/23	<u>212.04</u>
5920	Reimburse for Resource Sharing	Tinley Park Public Library	212.04			
Town & Country Public Library District				10101	10/11/23	<u>21.92</u>
5920	Reimburse for Resource Sharing	Town & Country Public Library District	21.92			
University Park Public Library District				10102	10/11/23	<u>31.00</u>
5920	Reimburse for Resource Sharing	University Park Public Library District	31.00			
Villa Park Public Library				10103	10/11/23	<u>215.83</u>
5920	Reimburse for Resource Sharing	Villa Park Public Library	215.83			
Warrenville Public Library District				10104	10/11/23	<u>27.08</u>
5920	Reimburse for Resource Sharing	Warrenville Public Library District	27.08			
Westchester Public Library				10105	10/11/23	<u>51.56</u>
5920	Reimburse for Resource Sharing	Westchester Public Library	51.56			
Westmont Public Library				10106	10/11/23	<u>41.23</u>
5920	Reimburse for Resource Sharing	Westmont Public Library	41.23			
Worth Public Library District				10107	10/11/23	<u>108.01</u>
5920	Reimburse for Resource Sharing	Worth Public Library District	108.01			

SWAN Library Services

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All Bank Accounts

October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Acorn Public Library 5940	E-Commerce Payment Transactions	Acorn Public Library	120.61	10108	10/18/23	<u>120.61</u>
Batavia Public Library 5940	E-Commerce Payment Transactions	Batavia Public Library	67.43	10109	10/18/23	<u>67.43</u>
Beecher Community Library District 5940	E-Commerce Payment Transactions	Beecher Community Library District	11.23	10110	10/18/23	<u>11.23</u>
Bloomington Public Library 5940	E-Commerce Payment Transactions	Bloomington Public Library	5.03	10111	10/18/23	<u>5.03</u>
Blue Island Public Library 5940	E-Commerce Payment Transactions	Blue Island Public Library	13.31	10112	10/18/23	<u>13.31</u>
Bridgeview Public Library 5940	E-Commerce Payment Transactions		30.36	10113	10/18/23	<u>30.36</u>
Calumet City Public Library 5940	E-Commerce Payment Transactions	Calumet City Public Library	17.01	10114	10/18/23	<u>17.01</u>
Carol Stream Public Library 5940	E-Commerce Payment Transactions	Carol Stream Public Library	95.12	10115	10/18/23	<u>95.12</u>
Chicago Heights Public Library 5940	E-Commerce Payment Transactions	Chicago Heights Public Library	31.20	10116	10/18/23	<u>31.20</u>
Chicago Public Library 5920	Reimburse for Resource Sharing	Chicago Public Library	1,027.92	10117	10/18/23	<u>1,027.92</u>
Chicago Public Library 5920	Reimburse for Resource Sharing	To VOID Check 10117	-1,027.92	10117	10/31/23	<u>(1,027.92)</u>
Chicago Ridge Public Library 5940	E-Commerce Payment Transactions	Chicago Ridge Public Library	9.41	10118	10/18/23	<u>9.41</u>

SWAN Library Services

Check Register

All Bank Accounts

October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Clarendon Hills Public Library 5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	33.32	10119	10/18/23	<u>33.32</u>
ComEd 5120	Utilities	Com Ed 9/15/2023 to 10/16/2023	401.58	10120	10/18/23	<u>401.58</u>
COSUGI 5240	Professional Association Membership Dues	COSUGI SWAN & all 100 libraries	150.00	10121	10/18/23	<u>150.00</u>
Flossmoor Public Library 5940	E-Commerce Payment Transactions	Flossmoor Public Library	38.08	10122	10/18/23	<u>38.08</u>
Forest Park Public Library 5940	E-Commerce Payment Transactions	Forest Park Public Library	48.72	10123	10/18/23	<u>48.72</u>
Franklin Park Public Library District 5940	E-Commerce Payment Transactions	Franklin Park Public Library District	152.37	10124	10/18/23	<u>152.37</u>
Geneva Public Library District 5940	E-Commerce Payment Transactions	Geneva Public Library District	178.87	10125	10/18/23	<u>178.87</u>
Hinsdale Public Library 5940	E-Commerce Payment Transactions	Hinsdale Public Library	25.70	10126	10/18/23	<u>25.70</u>
ICS Learning Group 5330	Library Professional Development	ICS Learning Group October	442.75	10127	10/18/23	<u>442.75</u>
Justice Public Library District 5940	E-Commerce Payment Transactions	Justice Public Library District	69.47	10128	10/18/23	<u>69.47</u>
La Grange Park Public Library District 5940	E-Commerce Payment Transactions	La Grange Park Public Library District	20.72	10129	10/18/23	<u>20.72</u>
LIMRiCC 5025	Health, Dental, Life And Disability Insurance	LIMRiCC - October	17,974.51	10130	10/18/23	<u>17,974.51</u>

SWAN Library Services

Check Register

All Bank Accounts

October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Linda Sokol Francis Brookfield Library				10131	10/18/23	<u>62.69</u>
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	62.69			
Lyons Public Library				10132	10/18/23	<u>7.51</u>
5940	E-Commerce Payment Transactions	Lyons Public Library	7.51			
Marcive, Inc.				10133	10/18/23	<u>328.50</u>
5450	Data Management Services	Marcive, Inc.	328.50			
Matteson Public Library				10134	10/18/23	<u>23.76</u>
5940	E-Commerce Payment Transactions	Matteson Public Library	23.76			
Maywood Public Library District				10135	10/18/23	<u>41.01</u>
5940	E-Commerce Payment Transactions	Maywood Public Library District	41.01			
Messenger Public Library of North Aurora				10136	10/18/23	<u>19.14</u>
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	19.14			
Nicor Gas				10137	10/18/23	<u>53.90</u>
5120	Utilities	Nicor Gas - 09/14/2023 - 10/12/2023	53.90			
Oak Brook Public Library				10138	10/18/23	<u>482.82</u>
5940	E-Commerce Payment Transactions	Oak Brook Public Library	482.82			
Oak Park Public Library				10139	10/18/23	<u>1,078.70</u>
5940	E-Commerce Payment Transactions	Oak Park Public Library	1,078.70			
Park Forest Public Library				10140	10/18/23	<u>19.95</u>
5940	E-Commerce Payment Transactions	Park Forest Public Library	19.95			
Reliance Standard Life Insurance Co.				10141	10/18/23	<u>1,006.37</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. November	1,006.37			
River Forest Public Library				10142	10/18/23	<u>55.91</u>

SWAN Library Services Check Register

All Bank Accounts
October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5940	E-Commerce Payment Transactions	River Forest Public Library	55.91			
St. Charles Public Library District				10143	10/18/23	<u>273.49</u>
5940	E-Commerce Payment Transactions	St. Charles Public Library District	273.49			
Sugar Grove Public Library District				10144	10/18/23	<u>140.96</u>
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	140.96			
Travelers				10145	10/18/23	<u>6,805.00</u>
5700	Insurance	Travelers - 10/30/23 - 10/30/24	6,805.00			
Unique Integrated Communications, Inc.				10146	10/18/23	<u>7,122.27</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. - curbside communicator	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	6,690.50			
5860	Notification & Collection	Unique Integrated Communications, Inc. - notices	391.77			
University Park Public Library District				10147	10/18/23	<u>25.29</u>
5940	E-Commerce Payment Transactions	University Park Public Library District	25.29			
Villa Park Public Library				10148	10/18/23	<u>5.04</u>
5940	E-Commerce Payment Transactions	Villa Park Public Library	5.04			
Westmont Public Library				10149	10/18/23	<u>78.74</u>
5940	E-Commerce Payment Transactions	Westmont Public Library	78.74			
Woodridge Public Library				10150	10/18/23	<u>11.31</u>
5940	E-Commerce Payment Transactions	Woodridge Public Library	11.31			
Comcast				10151	10/19/23	<u>759.95</u>
5480	Telecommunications	Comcast - Oct 01, 2023 to Oct 31, 2023	759.95			
LMxAC				10152	10/19/23	<u>70.00</u>

SWAN Library Services Check Register

All Bank Accounts
October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5230	Staff Professional Development	LMxAC - 2023 conference fee - Skog	70.00			
Wellness Insurance Network-WIN				10153	10/19/23	<u>171.00</u>
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN October	171.00			
The Hartford, Inc.				50559	10/03/23	<u>4,516.00</u>
5700	Insurance	The Hartford, Inc. - Business Owner's renewal	4,516.00			
The Hartford, Inc.				50560	10/03/23	<u>5,071.00</u>
5023	Worker's Compensation	The Hartford, Inc. Renewal	5,071.00			
T.A. Systems Inc.				50561	10/30/23	<u>325.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. 9/23	325.00			
Quail Ridge Drive Investors, LLC				50562	10/30/23	<u>9,992.61</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - November	9,992.61			
First Bankcard				50563	10/17/23	<u>10,716.07</u>
5140	Repairs & Maintenance	First Bankcard Imperial Surveillance	185.85			
5230	Staff Professional Development	First Bankcard ALA conference Romanowski	329.00			
5230	Staff Professional Development	First Bankcard SLUI Mtg. Totton	20.00			
5410	Infrastructure Licensing	First Bankcard GoDaddy.cm	234.96			
5420	Application Software Licensing	First Bankcard Microsoft Azure	5,211.95			
5420	Application Software Licensing	First Bankcard Mailchimp	47.00			
5460	Information Subscription Service	First Bankcard Smarty LLC	588.00			
5470	Subscription Support Services	First Bankcard Sendgrid	289.00			
5480	Telecommunications	First Bankcard Grasshopper	48.19			
5480	Telecommunications	First Bankcard Microsoft Skype	288.00			
5510	Office Supplies	First Bankcard Amazon	45.48			
5510	Office Supplies	First Bankcard Office Max	46.99			
5520	Postage	First Bankcard USPS	8.05			
5610	Equipment Rental/Maintenance	First Bankcard Genesis Technologies	95.10			

**SWAN Library Services
Check Register**

All Bank Accounts
October 2023

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5330	Library Professional Development	First Bankcard ICS learning Group 04476	385.00			
5330	Library Professional Development	First Bankcard ICS Learning Group 04633	2,098.50			
5330	Library Professional Development	First Bankcard ICS Learning Group 04700	385.00			
5330	Library Professional Development	First Bankcard ICS Learning Group 04697	25.00			
5330	Library Professional Development	First Bankcard ICS Learning Group 04817	385.00			
Quail Ridge Drive Investors, LLC				50564	10/11/23	<u>10,021.73</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC	9,992.61			
5150	Custodial Service & Supplies	Quail Ridge Drive Investors, LLC - bathroom repair	29.12			
Check List Total						<u><u>90,588.66</u></u>

SWAN BOARD MEETING MINUTES

October 20, 2023, 9:30 a.m.
Acorn Public Library District
15624 South Central Avenue
Oak Forest, IL 60452-3204

1. Call to Order, Roll Call

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

- a. Jennifer Cottrill
- b. Tim Jarzemsky
- c. Dorothy Koll
- d. Colleen Waltman

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 October 20, 2023, SWAN Board Meeting Agenda

Waltman moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE OCTOBER 20, 2023, SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by unanimous voice vote.

4. Action Item

Acceptance of the SWAN Financials, September 2023

Jarzemsky moved, seconded by Waltman that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR SEPTMEBER 1, 2023 THROUGH SEPTEMBER 30, 2023, AND ACCEPTS THE BALANCE SHEET AND DETAILS OF EXPENDITURES FOR SEPTEMBER 2023 AS PRESENTED

Motion carried by roll call vote with the following results:

Ayes: Cottrill, Jarzemsky, Koll, Waltman

5. **Action Item**

Acceptance of the September 15, 2023, SWAN Board Meeting Minutes

Two minor corrections to minutes were made after discussion.

Waltman moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SEPTEMBER 15, 2023, SWAN BOARD MEETING MINIUTES AS PRESENTED

Motion carried by unanimous voice vote

6. **Reports**

a. **Board President Report**

None

b. **Executive Director Report**

Skog gave an update on SWAN Activities. Brandwein and Skog will be meeting with Prairie State College to discuss ending SWAN membership. Skog summarized the Consortia Special Interest Group meeting he attended.

c. **Operations Report**

Brandwein reviewed the Operations Report. The "Go Live" date for Addison Public Library will be November 14th. SWAN welcomed Laurie Casiano as the new Network Administrator. SWAN will be canceling many of the "office hours" meetings next year due to low attendance by member library personnel. The SWAN management team is looking at a retreat for SWAN staff for problem solving and team building for next year with the possibility of an in-service day. The discussion on auto renewals continues at the user and advisory groups.

d. **Treasurers Report**

None

e. **Board Calendar**

7. **Action Item**

Approve the revised LIMRiCC intergovernmental agreement for administrative amendments

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE REVISED LIMRiCC INTERGOVERNMENTAL AGREEMENT FOR ADMINSTRATIVE AMENDMENTS

Koll moved, seconded by Waltman that it be

Motion carried by unanimous voice vote.

8. Action Item

Approve the revised LIMRiCC intergovernmental agreement for administrative amendments

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE REVISED LIMRiCC
INTERGOVERNMENTAL AGREEMENT FOR ADMINSTRATIVE AMENDMENTS

Jarzemsky moved, seconded by Koll that it be

Motion carried by unanimous voice vote.

9. Action Item

Approve the revised LIMRiCC intergovernmental agreement

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE REVISED LIMRiCC
INTERGOVERNMENTAL AGREEMENT

Koll moved, seconded by Waltman that it be

Motion carried by unanimous voice vote.

10. Adjournment

Cottrill adjourned the meeting at 10:57 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Jesse Blazek

Board Secretary

SWAN Executive Director Report

November 17, 2023

Update on Activities

Addison Public Library go-live

Addison Public Library's final data load took place over the weekend, November 11th and 12th, with SirsiDynix consulting staff completing the work through Monday, November 13th. SWAN staff will be on site at the library for the week to assist the library in its transition from Sierra ILS to Symphony WorkFlows. The library will be invoiced for its upcoming months of SWAN membership, along with its one-time joining fee of \$17,592.00.

Finance Committee Meeting

The committee will meet on Thursday, November 30th to discuss the FY25 budget. We have tentatively planned the meeting at SWAN headquarters at 1:00pm.

SWAN office search with Lee & Associates

I signed an exclusive agreement with Lee & Associates to work with us in locating a new office. The agreement has no cost to SWAN and can be ended at any time. The agreement allows Lee & Associates to engage with commercial real estate brokers on our behalf.

The first step will be to confirm the square footage of a smaller office, which I have estimated at 1,900 square feet. The current office is 5,621 square feet. Our representative recommended we initially look at spaces within the same office campus and see what layouts meet our needs. They said it is a bit early to start looking at other locations. My goal is to have some accurate costs for the next budget, since the current lease will end midway through that fiscal year.

Prairie State College joining CARLI I-Share

Following up on last month's Executive Director Report, I met with Prairie State College staff about the library's intention to join CARLI's I-Share and exiting SWAN. The tentative timeline for this would be for the library to end SWAN membership before the start of the next fiscal year July 1, 2024. I have requested data extraction quotations from SirsiDynix. The library provided SWAN an official letter from the college informing us of their termination of the SWAN intergovernmental agreement.

GASB 96 inquiry

I was approached by West Chicago Public Library about the new GASB 96 rule as it was raised during their financial audit by Lauterbach & Amen. [GASB 96 pertains to "subscription based information technology arrangements."](#) I reached out to Jamie Wilkey who leads the audit team at Lauterbach for clarification. We met and discussed the GASB 96 rule and that it has created a lot of confusion for public library financial audits. I received this follow-up email from Jamie Wilkey:

“I was able to connect with Brian LeFevre from Sikich and we are on the same page that there would be no flow through to your member libraries to have to assess for GASB 96 reporting issues.”

Thus far I have only been contacted by one public library, but if there are other inquiries later, I might issue some membership guidance on this GASB topic.

FOLIO demonstration

The management team attended a demonstration of the library services platform FOLIO, which stands for the Future Of Libraries Is Open. FOLIO is an entirely new software platform and is starting to gain some important organizations adopting it. The Library of Congress will be migrating to FOLIO, as well as the GALILEO academic consortium in Georgia. FOLIO is an entirely new design for an ILS/LSP, having a web-based interface for all staff functions. The platform can be hosted locally, or with support providers, such as EBSCO or ByWater Solutions. The feature set for FOLIO development has largely been academic focused, but public library development will become a primary focus of the development team in 2025. Spokane Public Library (WA) is currently live on FOLIO and is using its own staff to write the FOLIO apps they require for their library.

There is another function of FOLIO that was interesting to learn about was OpenRS. The “RS” stands for resource sharing, and the intention of FOLIO OpenRS was to function similar to what has been described in Illinois as an “overlay” system. The OpenRS would talk to various ILS and facilitate the request and fulfillment of materials between different organizations or consortia. The OpenRS platform is going to be used by the MOBIUS consortia in Missouri, starting in May 2024, as a replacement for its statewide resource sharing system Innovative Interface’s InnReach.

EBSCO is the leader for software development of FOLIO, with 84 persons contributing 80% of the software code. FOLIO is a library open source project, so it is essentially free to use.

SirsiDynix Executive Survey 2023

The annual survey from SirsiDynix arrived on Friday, November 11, 2023. I will work on the response to the survey over the next several weeks. The deadline to respond is not evident in the survey.

Board Considerations

Fiscal year 2023 audit

The audit will be presented to the board with an action item to accept the report and findings.

Sick Leave Donation report

The SWAN Sick Leave Donation policy requires a report be made to the SWAN Board each year of the total hours donated in the “sick leave bank.” That report is included in the packet.

SWAN Employee Handbook revisions

The revisions to the SWAN Employee Handbook is included for approval by the SWAN Board. I have a memo detailing the major changes to the policies. These changes have been reviewed by the SWAN management team.

Customer satisfaction survey

The survey is draft and ready for discussion at the board meeting. The survey will be introduced at the December 7, 2023 Quarterly meeting of library directors and administrators.

December 7, 2023 Quarterly meeting agenda

The agenda is included in the board packet for discussion. The survey is an agenda topic, as well as the topic of an overview of the SWAN and OCLC partnership, which we touched on during discussion at the October board meeting.

Monthly Financial Report

October Balance Sheet

The Fund Balance Unrestricted line for October is at \$2,693,949.91 which no change from the month prior. The table below shows the current FY24 budget expense and budgeted spending from reserves.

Fund Balance Unrestricted	\$2,693,949.91
Expenses to be paid from reserve	(\$73,800.00)
	\$2,620,149.91
SWAN annual expense budget	\$4,236,587.00
	62%
Number of months operating expense in reserve	7.4

Revenue & Expense Report

This month would be 33% of the budgeted revenue and expenses. SWAN's financials are presented on a cash basis for this current fiscal year 2024. The total revenue reflects library membership fees invoiced for two quarters, plus invoices sent for the full year of the EBSCO group-purchase, which has our revenue at 54.33%. Many of the expenses are paid at the start of the fiscal year, which has our year-to-date higher than 33% of the budget year-to-date.

	FY24 Budget	Ending October 2023	Percentage of budget YTD 33%
Total Revenue	\$4,236,587.00	\$2,301,760.23	54%
Total Expenses	\$4,236,587.00	\$2,337,266.63	55%
Over / (Under)	\$0.00	(\$35,506.40)	

Accounts Receivable

4010 - SWAN Full Membership Fees: 2nd quarter invoices were sent out in October 2023, reflecting 49.5% revenue.

4011 – Internet Access Membership Fees: the six libraries will be invoiced in January 2024.

4190 – Member Group Purchase Receipts: 104.77%

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.

4310 – RAILS Support to SWAN: 50%

2nd quarter payment was made to SWAN totaling \$124,759.50.

4510 – Interest Income: 128.33%

SWAN’s Money Market continues to perform better than expected for the year. Currently, the rate for October is 5.67% where the rate two years ago was 0.02%.

Accounts Payable

5000 – Salaries & Wages: 31.55%

This line remains on budget for the year-to-date expenses.

5021 – FICA Expense: 30.52%

This line remains on budget for the year-to-date expenses.

5024 – Retirement Benefits: 32.59%

This line remains on budget for the year-to-date expenses.

5110 – Rent/Lease: 42.59%

This line is slightly above the budget due to two rent payments occurring in October.

5130—Property Insurance: 98.77%

The flood insurance was paid for the full year in September.

5420 – Application Software Licensing: 79.81%

This line is over the budget due to two Azure expenses incorrectly recorded in this line.

5430 – Server Software Licensing: 38.17%

Expenses related to the Microsoft Azure hosting of Symphony and the support/ticketing systems are recorded in this budget line.

5440 – Library Services Platform: 92.65%

This line reflects expected expenses for the budget. The full payment to Illinois State Library group-services OCLC was recorded in August. This line reflects prepaid expenses from the prior fiscal year for SirsiDynix, ByWater Solutions, OpenAthens, and EBSCO Discovery Service.

5450 – Data Management Services: 43.75%

The expenses for RDA ToolKit and WebDewey are paid in full for the year.

5460 – Information Subscription Service: 100.63%

This line reflects expected expenses for the budget. This budget line reflects the payment for the EBSCO subscription to Novelist Select integrated within the Aspen Discovery catalog, as well as the ProQuest subscription to Syndetic Solutions for all cover art display in Aspen and now MessageBee email notifications.

5490 – Group Purchases Services: 945.19%

This line is overbudget due to the new Library Pass Comics Plus online subscription. 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.

5860 Notification & Collection: 29.86%

This line remains on budget for the year-to-date expenses. The MessageBee service is paid monthly. SWAN has also contracted with Unique Management to print all user notices and is invoiced monthly.

5990 – Group Purchases – Content: 100.89%

July recorded the full EBSCO group-purchase expense for FY24 was as a group-purchase, the expense was off-set by the participating libraries, with the revenue recorded in the #4190 Group Purchase Receipts.

Operations Report: October 2023

Contents

Summary	3
Member Engagement – All Staff	3
Site Visits, Training, and Consultation	3
User Group and Advisory Meeting Recap	3
Aspen Users (10/10/2023)	4
Cataloging Advisory (10/12/2023)	4
Circulation Advisory Election.....	4
Circulation Users (10/18/2023)	4
E-Resources Advisory (10/26/2023)	4
Major Projects & Research	5
Addison Public Library	5
Aspen Discovery	5
Security Initiatives.....	5
Managed Detection & Response (MDR) Deployment.....	5
Enhanced Patron Notifications – MessageBee	6
Patron Mobile App.....	6
SmartPort Migration	6
Ticketing System and CRM Search	6
OpenAthens Audit	7
External Collaboration & Partnerships.....	7
Support, Documentation, and Training	8
Outage tracking.....	8
System Maintenance & Outage Calendar.....	8
Support Tickets	8
Support Site.....	9
Documentation Updates	9
Training Modules & Recordings	9
Learning Management System (SWAN Online Learning)	9
Maintenance.....	10

Automatic Monthly Patron Record Removal.....	10
MessageBee Statistics.....	10
SMS notifications	10
Email notifications	11
Voice notifications.....	11
Print Notices.....	12
SendGrid Statistics.....	13
Appendix: Statistics.....	13
Cataloging & Collections.....	13
OCLC Cataloging Counts.....	13
Catalog title and item counts	14
Circulation	14
Circulation in prior month	14
Monthly total comparison since 2019	15
Holds.....	16
Time to Fill Analysis.....	16
Holds Placement & Pick-up	18
Interlibrary Loan & Resource Sharing	19
OCLC Worldwide Resource Sharing.....	19
Online Public Catalog - Aspen.....	20
Top 25 Searches in Aspen (October 2023).....	20
Results Pageviews in Aspen.....	21
Usage of Recommendations.....	21

Summary

Membership engagement activities and statistics are reported through the month-end of October 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 October 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
10/2/2023	Inventory and Item Collection Updates (NLS)	Information Technology & System Support; Bibliographic Services	Consultation
10/4/2023	ILL Users	Administration	Member meeting
10/10/2023	Aspen Users	User Experience	Member meeting
10/12/2023	Cataloging Advisory	Bibliographic Services	Member meeting
10/12/2023	ILL/Circ/Outreach Office Hours	User Experience, Information Technology & System Support	Consultation
10/18/2023	Circulation Users	User Experience, Information Technology & System Support	Member meeting
10/19/2023	Autorenewals and Student Card Consultation (EVS)	Information Technology & System Support; Administration	Consultation
10/20/2023	SWAN Board Meeting	Administration	Governance
10/26/2023	E-Resource Advisory	User Experience	Member meeting
10/30/2023	Side Loading Consultation (ADD)	User Experience, Bibliographic Services, Administration	Consultation
10/30/2023	Director's Coffee Hour	Administration	Consultation
10/31/2023	SWAN Fireside Chat #53	All	Member meeting

User Group and Advisory Meeting Recap

All 2024 meetings are posted in L2, search “[swan2024](#).” On the SWAN Support Site, visit the [SWAN Events Calendar](#) for a full listing of upcoming events.

Aspen Users (10/10/2023)

Discussion topics included strategies for placards and how libraries are using Aspen in their youth services departments. The group also discussed how covers are assigned in Aspen to grouped works.

In 2024, with the retirement of Aspen office hours, these meetings will also include an Aspen development update with any new features available for Aspen administrators.

Cataloging Advisory (10/12/2023)

Cataloging Advisory discussed series authority files and local subject headings usage to make them more standardized. The Cataloging Libraries were asked to run reports to find Pre-Cat records that are older than 6 months to help make sure that materials are cataloged in a timely fashion. A discussion was held on the number of duplicate bibliographic records that have been appearing in the catalog and ways we can mitigate this duplication. Additional topics discussed were cataloging of Tonieboxes and having an in-person meeting for Cataloging Libraries only. Finally, an announcement was made on moving Cataloging Libraries from SmartPort to MARC Listener to help with the accuracy of data.

Circulation Advisory Election

The Circulation Advisory election is complete. The Circulation Advisory representatives for 2024 are:

- Stephanie DeYoung, Batavia Public Library District [11/2024]
- Emily Foster, Itasca Community Library [11/2024]
- Melanie Johnson, Carol Stream Public Library [11/2025]
- Pam Kamin, Glenside Public Library [11/2025]
- Sandra Leyva, Alsip-Merrionette Park Public Library District [11/2025]
- Victoria Muraiti, River Forest Public Library [11/2025]
- Latricia Thompson, Downers Grove Public Library [11/2024]
- Parish Turner, Bensenville Community Public Library [11/2024]
- Peggy Tomzik, Eisenhower Public Library District [11/2025]

Circulation Users (10/18/2023)

SWAN reviewed best practices for onboarding and offboarding staff and Scott lead a discussion on autorenewal notices. The group discussed practices for direct loan materials, renewal loan rules, and limited use cards for patrons experiencing housing insecurity.

E-Resources Advisory (10/26/2023)

Discussion topics included finalizing the list of open access resource recommendations, which are now posted to the SWAN support site. The group also brainstormed goals and meeting topics for 2024, which included resources to investigate for group purchases; reviewing opportunities for Open Athens reporting; and developing troubleshooting resources for library staff.

Major Projects & Research

Addison Public Library

Addison Public Library completed their final preparations and trainings prior to the go-live on November 14th. On November 1st, their Technical Services department underwent a freeze on updates to cataloging and acquisitions records because the bibliographic extract took place that day with a successful data load taking place the first week of November. The patron and holds extract and data load occurred the weekend of November 10th.

The production bibliographic data load marked the first time we attempted to bring in a library's MARC records without performing a rebuild of the search indexes for Symphony (keyword, title, author, subject, etc.). Instead, we indexed the bibliographic records a little bit at a time over the course of a week and a half. Though we did find occasional records that were inaccessible due to index-related error messages, the impact was remarkably small with only a few example records identified. In all this was far less disruptive than a day-long offline day for all SWAN circulation staff, so it is an option we will keep in our sights for future migrations. The drawback is that Addison did need to add a few days to their technical services blackout.

Meanwhile, SWAN staff tied up loose ends such as finalizing configuration of ports, working with Savannah on Addison's OrangeBoy extract, and preparing for the transfer of collections notifications from their existing Unique Management Services account to our own setup.

Finally, we performed the first ever migration of data from Addison's existing Pika catalog to our Aspen catalog. This included patron lists, ratings, and reading histories. The migration took place on November 13th, so we are still evaluating its success.

Aspen Discovery

Aspen release 23.10 included updates to the self-registration tool with enhancements needed for Symphony users, including the ability to designate separate CITY and STATE fields and a barcode prefix for generating appropriate barcodes on a per library basis.

Currently, SWAN has enhancement requests with ByWater Solutions for self-registration confirmation emails; integration with USPS APIs for address validation; and an agreement form for compliance with COPPA.

Security Initiatives

Managed Detection & Response (MDR) Deployment

Our containment test with Arctic Wolf was successful. The containment driver installed on our systems allows Arctic Wolf to completely isolate a system in the event of a security breach, reducing the chance of further propagation. Information security policies were also put in place to define the action order when a system needs to be isolated. While staff workstations will be isolated as soon as a breach is detected, Arctic Wolf's security team will reach out to IT staff prior to isolating a server.

We have also begun looking into the deployment process for the Managed Security Awareness program. This program will send phishing tests to staff as well as brief security tutorials on a regular basis, providing further training to staff on security.

Enhanced Patron Notifications – MessageBee

Unique Management Services has announced that they are developing a beta statistics portal that became available to all users on November 13th. SWAN is investigating this portal and has planned two office hours sessions in December to demo it and answer questions. The sessions will also provide an opportunity for member staff to check in on the MessageBee notification service in general as we have now been using it for half of a year. Unique will make the beta portal the standard statistics portal in early 2024. They have reported that the portal is the first step in a full user experience overall of the MessageBee system.

Patron Mobile App

SirsiDynix is working on a new version of BLUEcloud Mobile 2.0, anticipated for release in Q2 of 2024 (late June 2024). The company Solus has contacted SWAN to discuss their work on an Aspen integration into their library app product. In addition, SWAN has been monitoring development progress on the Aspen LiDA project (Aspen Library Discovery App) for the past year. We are in the process of gathering quotes and feature information for all three platforms. We plan to make a recommendation to the SWAN Board on the future direction of the SWAN patron mobile app by early 2024.

SmartPort Migration

Bibliographic Services announced that Cataloging Libraries will be moving from SmartPort to “MARC Listener” to ensure more accurate data is being imported into the database. This move will start in January 2024 and will be completed by June 2024.

MARC Listener is a tool developed by SirsiDynix that allows users to export records from OCLC Connexion straight into Symphony without the use of reports. We hope moving to this tool will allow users to better utilize the quality control capabilities of Connexion – especially in the realm of authority work – while maintaining the convenience of direct import that SmartPort provides. SWAN staff have been successfully using MARC Listener for a few years, and our member catalogers seem excited to begin using the tool.

Ticketing System and CRM Search

We are investigating help desk systems that would offer more robust ticketing management, a customer relationship management component, and an integrated knowledge base to manage both internal and member-facing documentation.

The project team has narrowed down the platforms to investigate: FreshService, Halo ITSM, Salesforce, Springshare, Zendesk, and Zoho Desk. We are scheduling demos with these vendors

currently and narrowing down options to two to three platforms for further investigation from SWAN staff.

While this is primarily an internal-facing project that would allow SWAN staff to provide support more efficiently and better manage our internal knowledge, we are considering member-facing improvements as well. These could include a ticketing portal for members that provides more information about their library’s tickets and recommends knowledge base or FAQ articles when creating a ticket. Depending on the knowledge base features available in the platform we choose, we could also replace the documentation on our current support site or use the knowledge base as an additional FAQ.

OpenAthens Audit

E-Resources Consultant Olivia Montolin is conducting an audit of libraries’ database links to ensure they are using OpenAthens for authentication whenever possible. Using OpenAthens provides single sign-on for patrons, protects patron privacy, and ensures that patrons that use online resources only are not included in the patron record purge.

The first group of libraries’ [links are available on the support site](#). New links will be posted each month and libraries can view the schedule to plan their link updates.

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
Alternate Tuesdays	ByWater - Aspen weekly check-in	All (UX Lead)	Partnerships
Wednesdays	Addison + SWAN + SirsiDynix Weekly Migration Meeting	All	Partnerships
10/3/2023	MessageBee Check-in	All	Partnerships
10/5/2023	RAILS Consortia/Systems Member Engagement Networking Group Meeting	Administration	Partnerships
10/16/2023	BLUEcloud Sprint Review (SirsiDynix)	All	Partnerships
10/16/2023	WatchGuard AuthPoint TIS Meeting	Information Technology & System Support	Partnerships
10/23/2023	SWAN + Addison Final Data Call	All	Partnerships
10/25/2023	SirsiDynix SureSailing	All	Partnerships
10/27/2023	Zoom Scheduler Consultation	All	Partnerships
10/30/2023	Arctic Wolf Account Review	Information Technology & System Support, Administration	Partnerships

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Outage tracking

There were no unplanned outages during the month of October. On Monday, October 30th, SirsiDynix performed a Web Services update to v.6.3. This resulted in a brief Web Services maintenance window of approximately 15 minutes, the Web Services upgrade was completed just prior to 10:30PM.

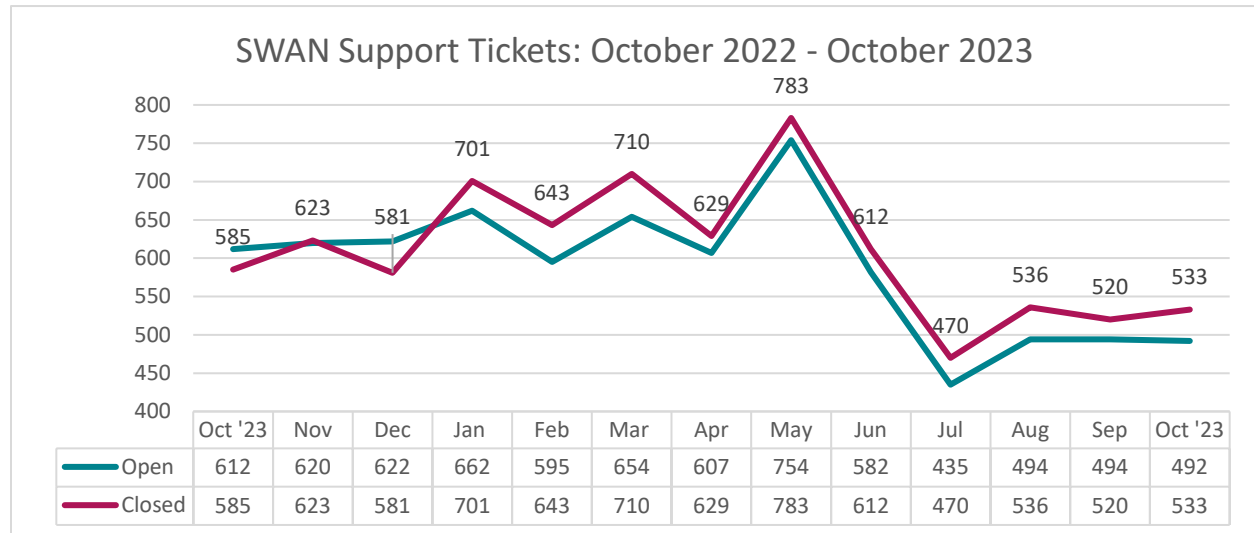
System Maintenance & Outage Calendar

📅	Long running overnight processing reports	Tue 8/8/2023	Tue 8/8/2023	Due to Authority work – ADUText ran long on Tuesday 8/8. Reports caught up by 10AM	🔵 SirsiDynix
📅	Scheduled Rebuild of Authority and Thesauri Ind...	Sun 9/3/2023	Mon 9/4/2023	Reindexing of Authority and Authority Thesauri occurred over Labor Day weekend to finalize recent authority wor...	🔵 SirsiDynix
📅	Domains expired with GoDaddy due to billing iss...	Thu 9/7/2023	Thu 9/7/2023	swanlibraries.net expired on 9/2 and were frozen by GoDaddy on 9/7, resulting in total blackout of web presence	🔴 Outage
📅	Transit Label Generator and Patron Lookup Tools...	Thu 9/7/2023	Fri 9/8/2023	These two utilities were unavailable for some time after domain issue was resolved. These services came back onli...	🔴 UX, Outage
📅	Aspen Unresponsive	Sat 9/9/2023	Sat 9/9/2023	Issues were encountered with Aspen searches. Load was high on server, ByWater resolved quickly.	🟢 UX
📅	Web Services 6.3 Upgrade - Production	Mon 10/30/2023	Mon 10/30/2023	Upgrade window: 10:12-10:28PM	🔴 Outage, SirsiDynix

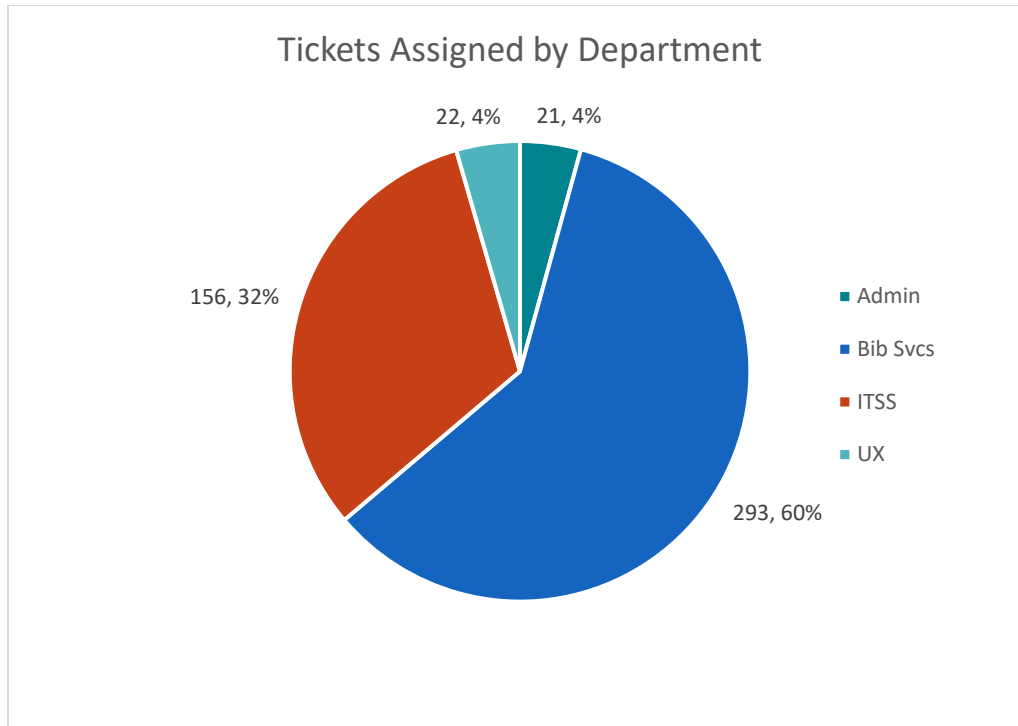
Support Tickets

SWAN support staff continue to maintain an excellent monthly Open/Closed ticket ratio. Overall ticket volume has started to normalize, following the spike in tickets during the launch of MessageBee.

Data labels reflect tickets closed each month.



SWAN Support Tickets Opened/Closed in Past 12 Months



SWAN Support Tickets Assigned by Department

Support Site

We have staged an update to Drupal 10 for our support site, which includes updates to the L2 authentication module and our SWAN custom tools – transit label generator, patron lookup tools, and patron email verification tools. We plan to release the Drupal 10 the week of November 27th.

Documentation Updates

- [Open Access Resources](#)
- [Circulation Mentor Program](#)

The UX team is preparing for a year-long in-depth audit of our documentation, starting with Circulation documentation during December and January.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)

In October we added 39 new users to the SWAN Online Learning management system.

The top completed courses are:

1. PS100: Circulation Basics
2. PS101: Patron Management
3. TS080: Searching in WorkFlows
4. PS301: Resource Sharing in SWAN

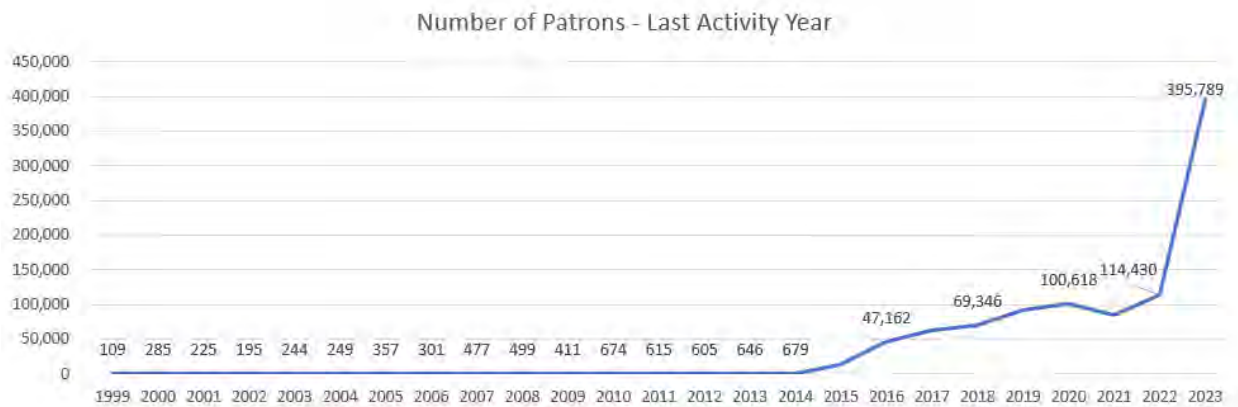
Crystal and Claudia are also completing their annual course review this month, identifying any updates or changes that need to be made to the existing course catalog.

Maintenance

Automatic Monthly Patron Record Removal

In October, we purged 3,786 inactive patrons from the database.

As of early October, there were 395,789 patrons active in SWAN since the start of 2023. Coupled with 2022 active users (114,430) this represents 52% of the total patron database. Since January 1, 2020, 70 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

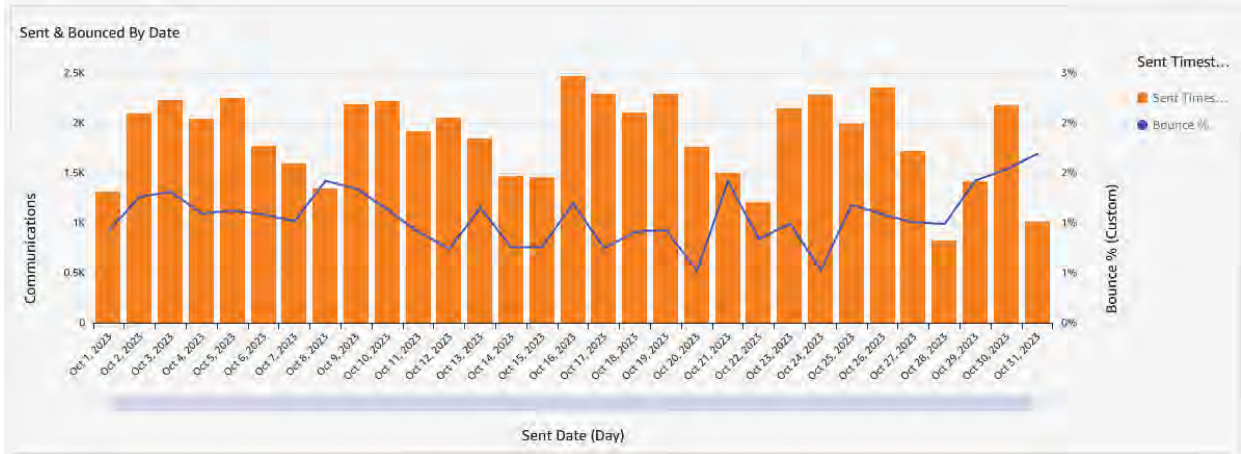
As of June 27, Email, SMS, and Voice notifications are all using MessageBee.

Our overall success rate for notices through MessageBee has continued to be excellent. No delivery anomalies were apparent in October.

SMS notifications

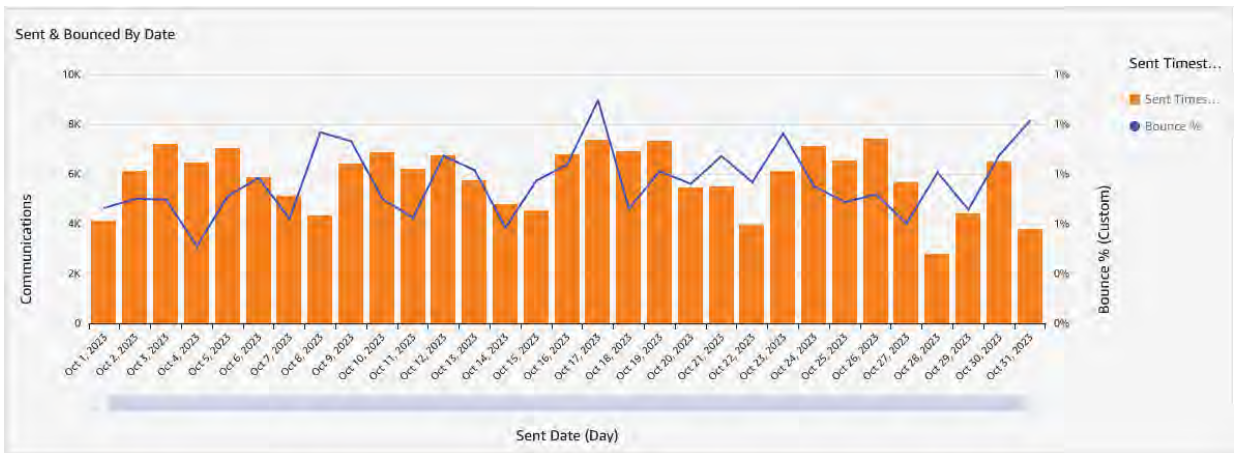
Month, Yr	SMS Sent	Success Count	Success Rate	Failed Count	Failure Rate
May, 2023*	76,524	71,210	93.06%	5,314	6.94%
June, 2023	52,750	52,148	98.86%	602	1.14%
July, 2023	56,448	55,838	98.92%	610	1.08%
August, 2023	59,620	58,949	98.87%	671	1.13%
September, 2023	57,491	56,484	98.25%	1,007	1.75%
October, 2023	57,152	56,553	98.95%	599	1.05%

*SMS delivery began 4/26/23 - statistics include 4/26-4/30



Email notifications

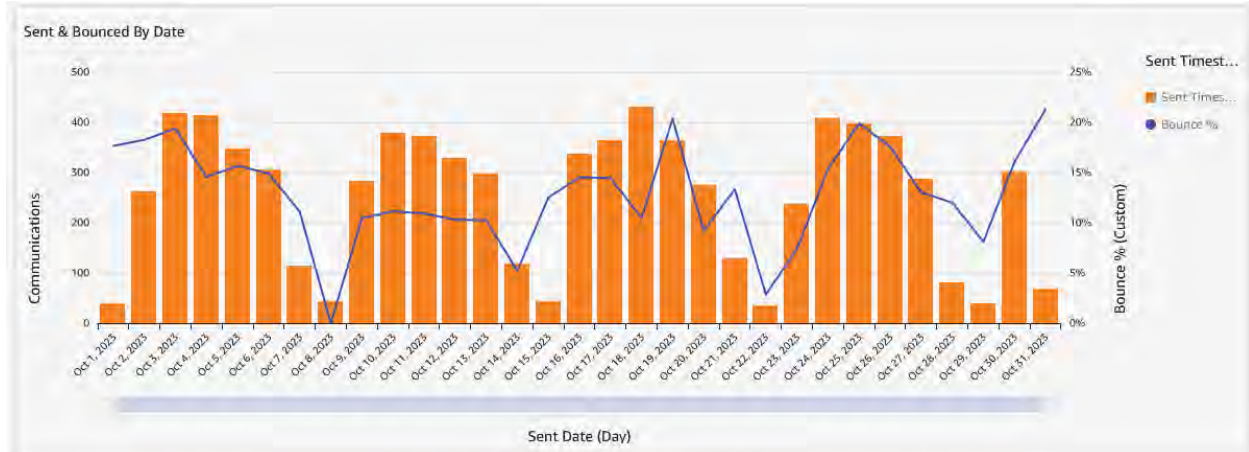
Month, Year	Email Sent	Success Count	Success Rate	Failed Count	Failure Rate
May 2023	10,127	10,066	99.40%	61.00	0.60%
June 2023	26,591	26,374	99.18%	217.00	0.82%
July 2023	178,975	177,568	99.21%	1,407.00	0.79%
August 2023	183,951	182,826	99.39%	1,125.00	0.61%
September 2023	176,347	174,972	99.22%	1,375.00	0.78%
October 2023	176,563	175,334	99.30%	1,229.00	0.70%



Voice notifications

Month, Year	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
Octobe, 2022	8,503	8,165	96.02%	278	3.27%
Novembe, 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%
July 2023	8,006	7,741	96.69%	265	3.31%
August 2023	7,579	7,271	95.94%	299	3.95%
September 2023	7,423	7,093	95.55%	330	4.45%
October 2023	7,347	7,009	95.40%	338	4.60%



Print Notices

While not processed within MessageBee, Unique also provides our print notices.

Month, Year	Bill Notices	Amount
October 2022	533	\$ 442.92
November 2022	533	\$ 442.92
December 2022	584	\$ 485.34
January 2023	546	\$ 453.75
February 2023	443	\$ 368.14
March 2023	435	\$ 384.77
April 2023	488	\$ 349.03
May 2023	457	\$ 382.54
June 2023	479	\$ 398.07
July 2023	434	\$ 373.68
August 2023	480	\$ 413.30
September 2023	455	\$ 391.77
October 2023	490	\$ 421.89

SendGrid Statistics

Now that a significant volume of email went to MessageBee, and the purging of the bounce list in September, our success rate has been one of the best months we've seen.

Month/Yr	Addresses				Messages				
	Total Requests	Total Processed	Success Rate (Delivered)	Email Addresses Bounced	Marked Spam	Invalid Emails	Blocks	Bounce Drops	Spam drops
October 2022		446,583	96.80% (432,311)	618	48	273	2,919	9,567	2,247
November 2022	430,043	417,528	96.58% (415,344)	563	37	294	2,978	9,877	2,344
December 2022	415,738	402,970	96.42% (400,868)	455	45	244	2,917	10,208	2,316
January 2023	466,242	441,213	95.12% (443,495)	727	45	255	4,652	16,958	2,392
February 2023	386,428	379,687	97.69% (377,512)	1,154	35	249	1,698	4,231	2,261
March 2023	442,049	433,313	99.60% (431,561)	718	47	264	1,829	5,864	2,588
April 2023	424,082	412,771	96.93% (379,687)	647	42	297	2,341	8,435	2,579
May 2023	432,629	418,524	96.35% (416,824)	697	29	264	2,753	11,190	2,651
June 2023	369,101	357,454	96.43% (355,934)	703	34	151	2,102	9,191	2,305
July 2023	72,846	68,605	94.18% (68,236)	227	12	37	455	4,075	125
August 2023	83,716	76,374	91.23% (75,722)	407	2	48	861	7,168	126
September 2023	74,607	69,072	91.01% (67,917)	847	4	22	911	5,394	119
October 2023	69,957	65,512	99.3% (65,057)	279	5	19	510	4,288	138

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	57	38	34	104			
Copy 2023	2,925	2,213	2,352	1,819	2,630	2,310	1,752	2,215	1,875	2338			

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, and 13% of the collection has a publication date of 2020 or later. Nearly half of the collection was published after 2010.

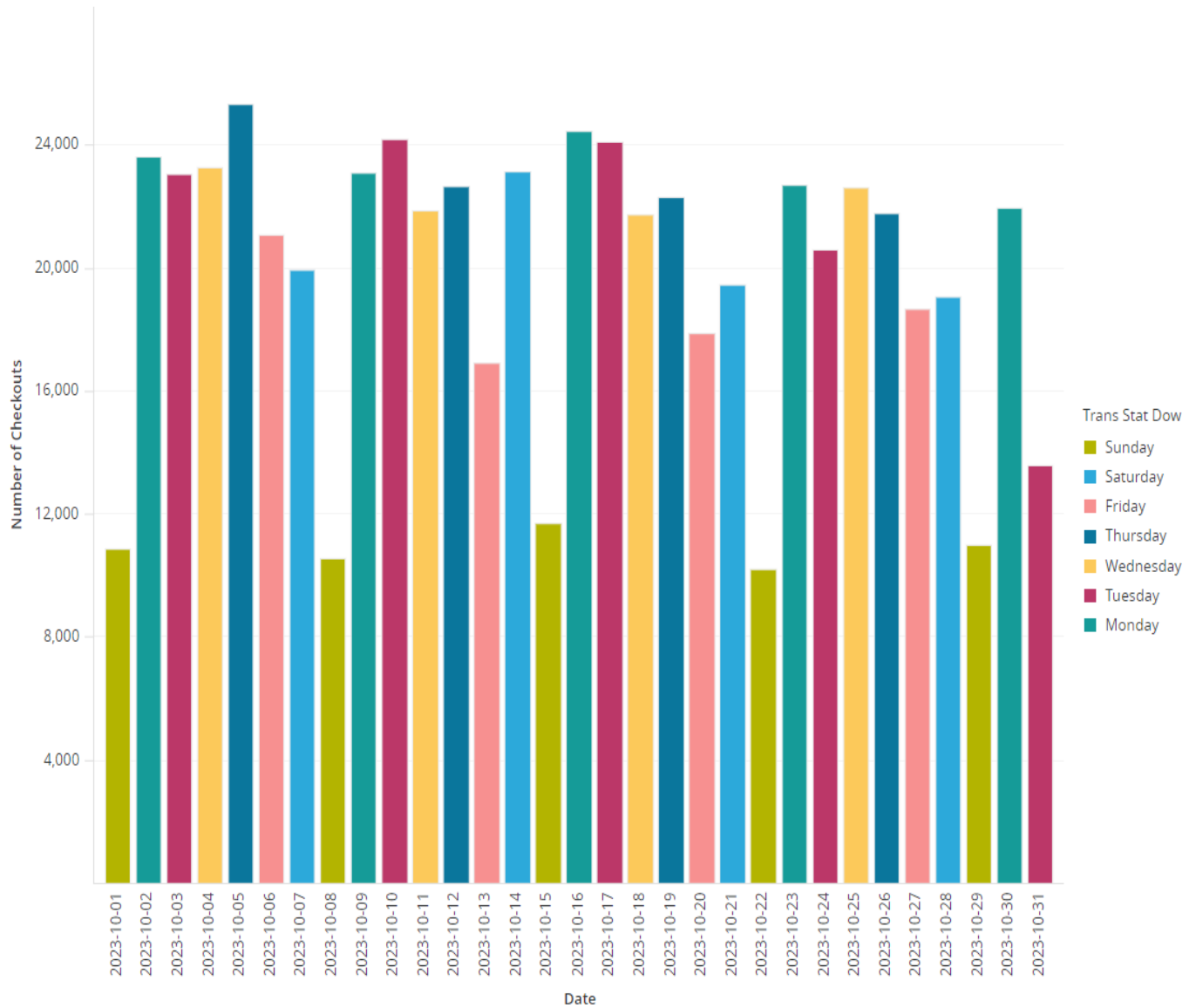
Catalog Pub Year(Group)	Number of Catalog Records	Percent to Total (Number of Catalog Records)
Total	1,423,996	100.00%
Other	36,690	2.58%
1950-1979	65,652	4.61%
1980-1989	70,558	4.95%
1990-1999	170,997	12.01%
2000-2009	374,685	26.31%
2010-2019	516,811	36.29%
2020-Current	188,603	13.24%

Circulation

Circulation in prior month

October 2023 circulation was 613,256 items, roughly the same as September.

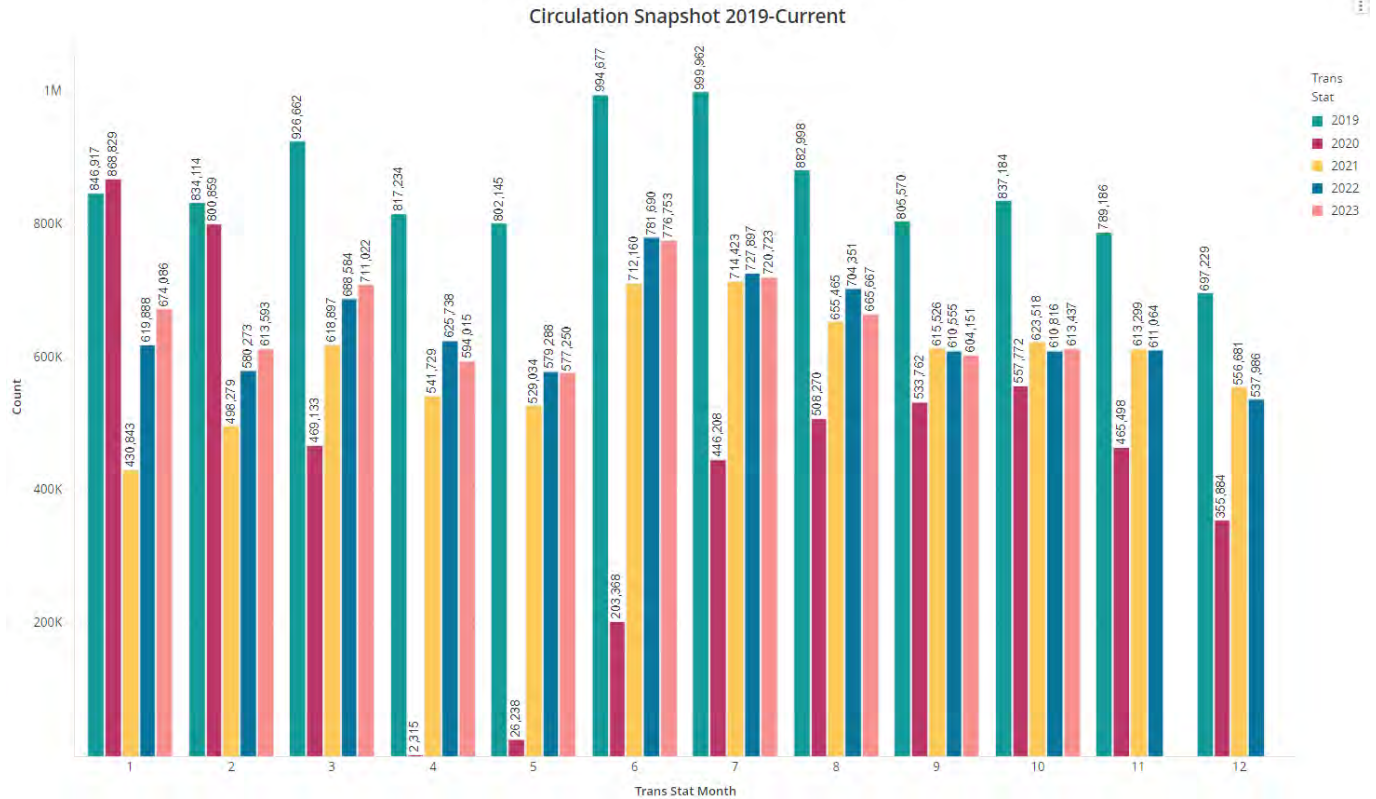
Daily Circulation Totals - Previous Month



This graph represents daily circulations throughout October.

Monthly total comparison since 2019

Physical circulation numbers are just above the monthly count from the previous year. (October 2022 saw 613,437 circulations.) The October 2023 circulation count is 73% of the circulation rate from October 2019, the same percentage as the September comparison. Hovering around ¾ of pre-pandemic circulation levels appears to be our new normal.

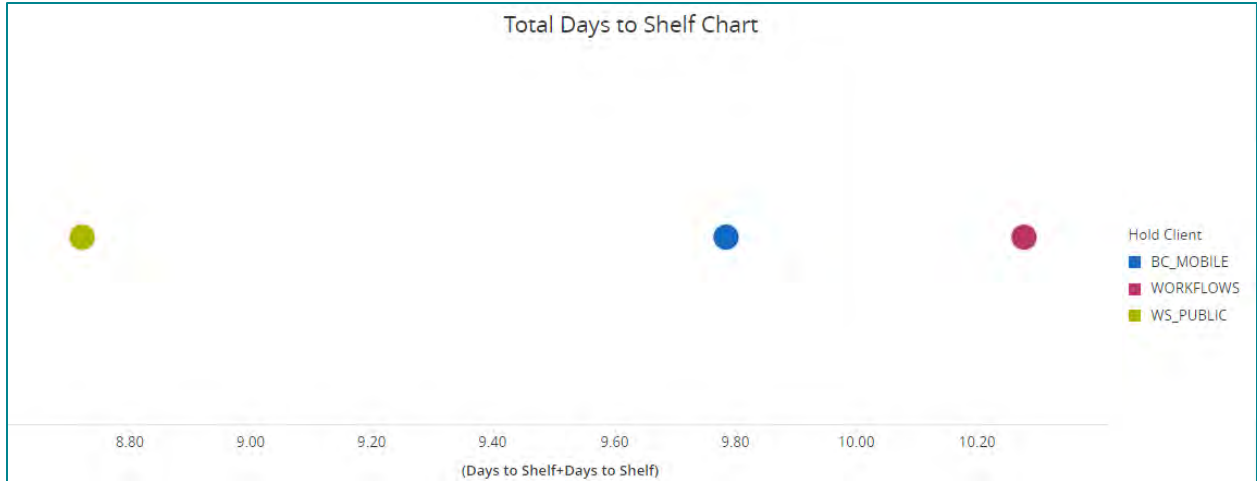


Holds

Time to Fill Analysis

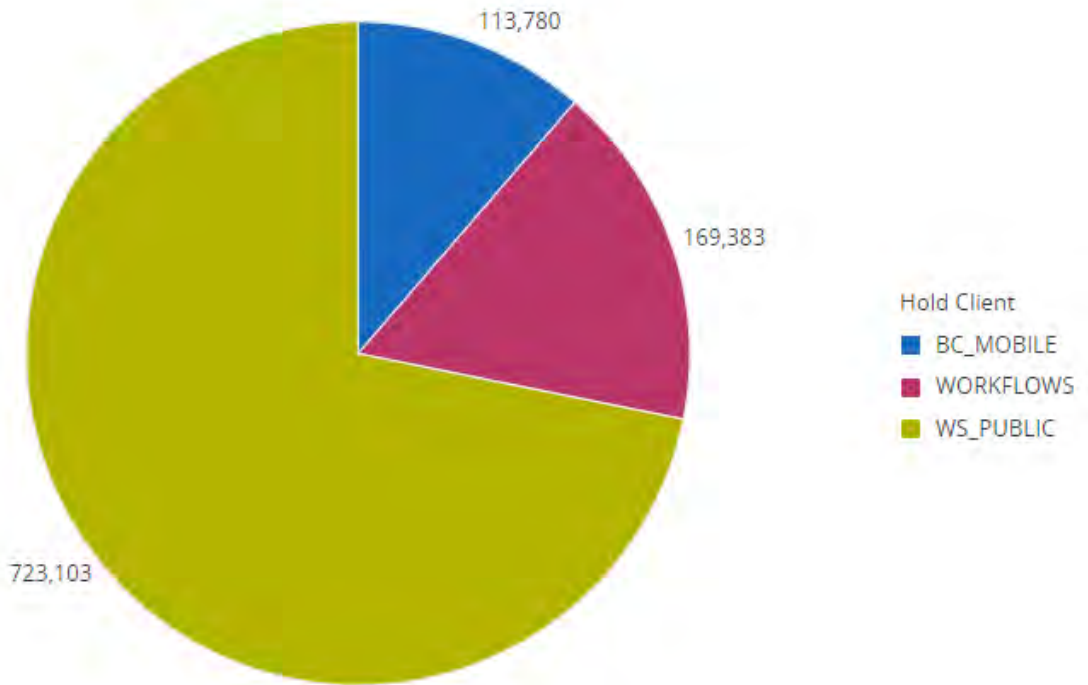
This data remains largely unchanged over the past months, but we will continue to provide it for the time being. Depending on the results of our mobile app evaluation, we may be coming to a point where we are comparing holds placed on a new platform.

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 April 1st and September 30th, 2023.



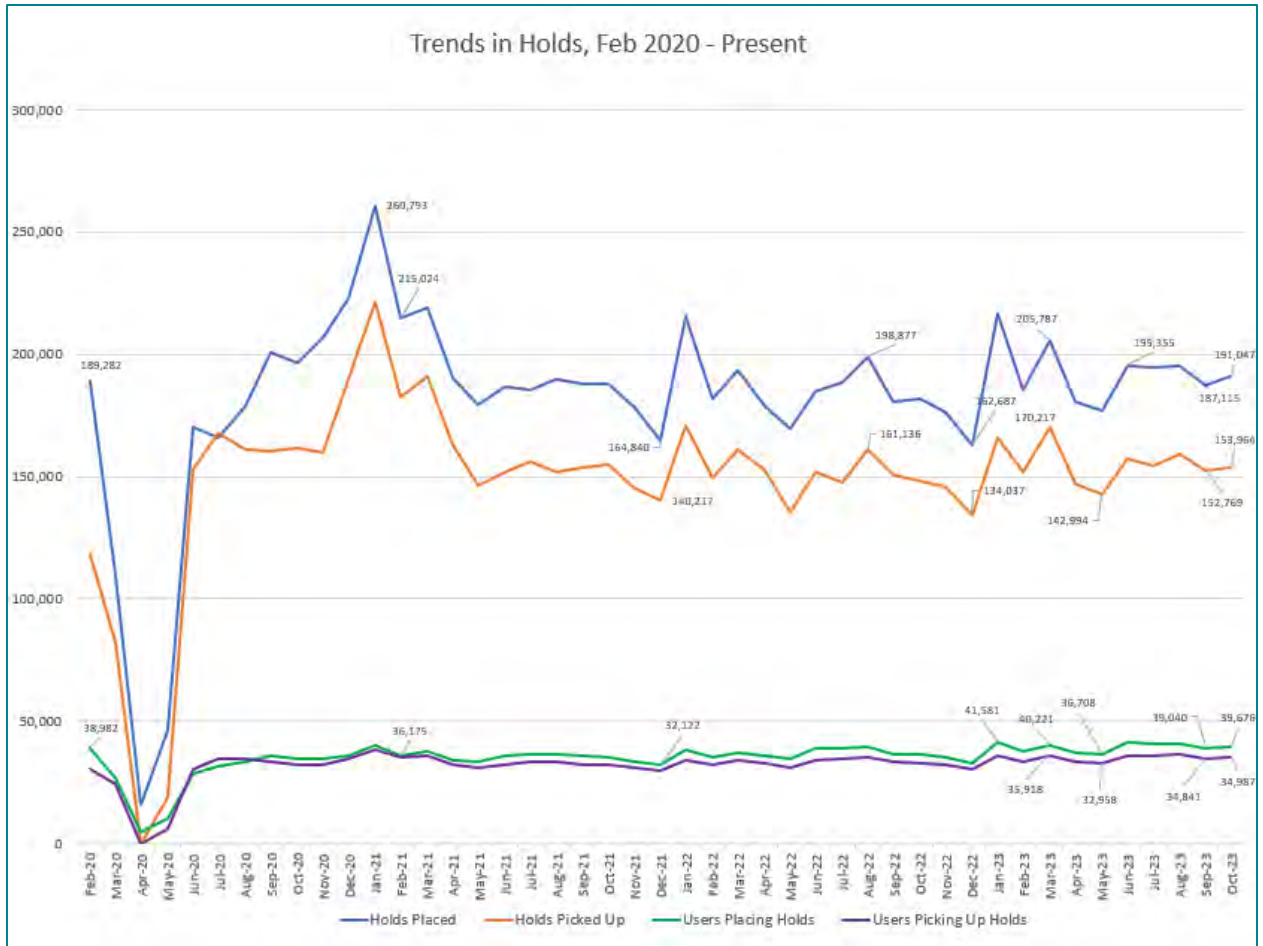
During the six-month period, 723,103 holds were placed and filled in Aspen, compared to 113,780 in BLUEcloud Mobile and 169,383 in WorkFlows. About 72% of holds placed and filled during this period were placed in Aspen. Staff-placed Workflows holds continue to make up about 17% of all holds.

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



Holds Placement & Pick-up

The number of patrons placing holds was 39,676 in September, with 191,047 combined total holds placed.



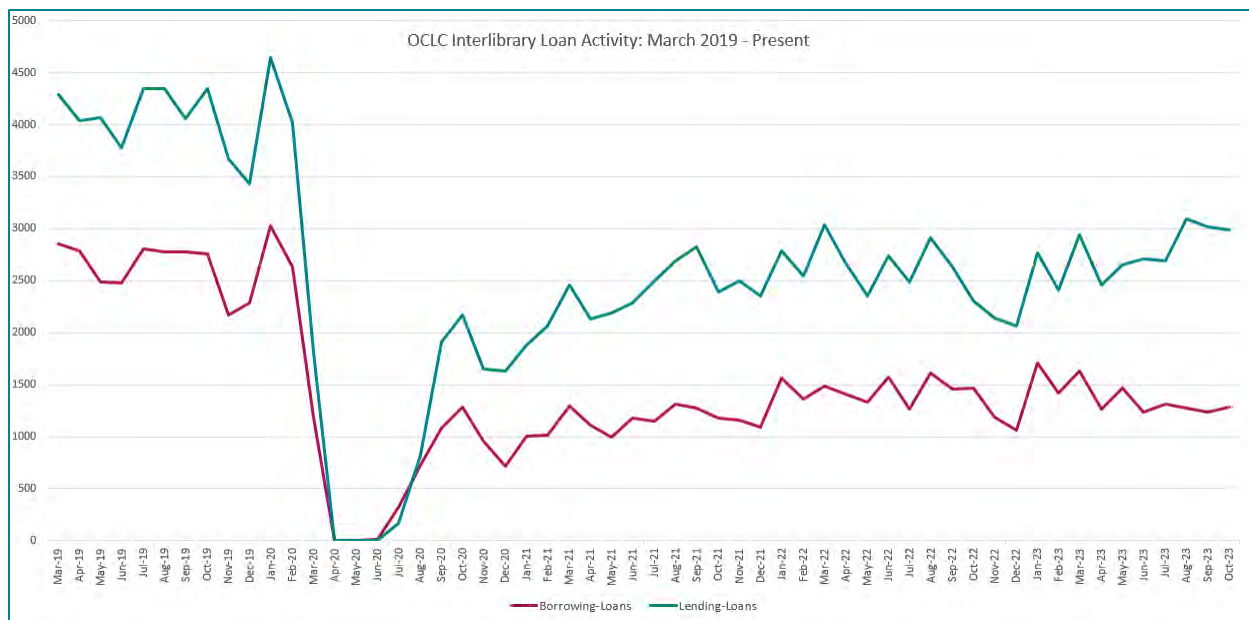
Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 108,243 September. Non-SWAN reciprocal borrowing included 18,327 checkouts.

OCLC Worldwide Resource Sharing

As always, our combined OCLC interlibrary loan statistics show that SWAN continues to be a net lender. Last month we lent 2,992 items. SWAN loaned 2.3 items for each item borrowed, slightly maintaining our high trend in lending ratio in the second half of this calendar year.

The following chart shows our lending and borrowing rates from March 2019 through last month.

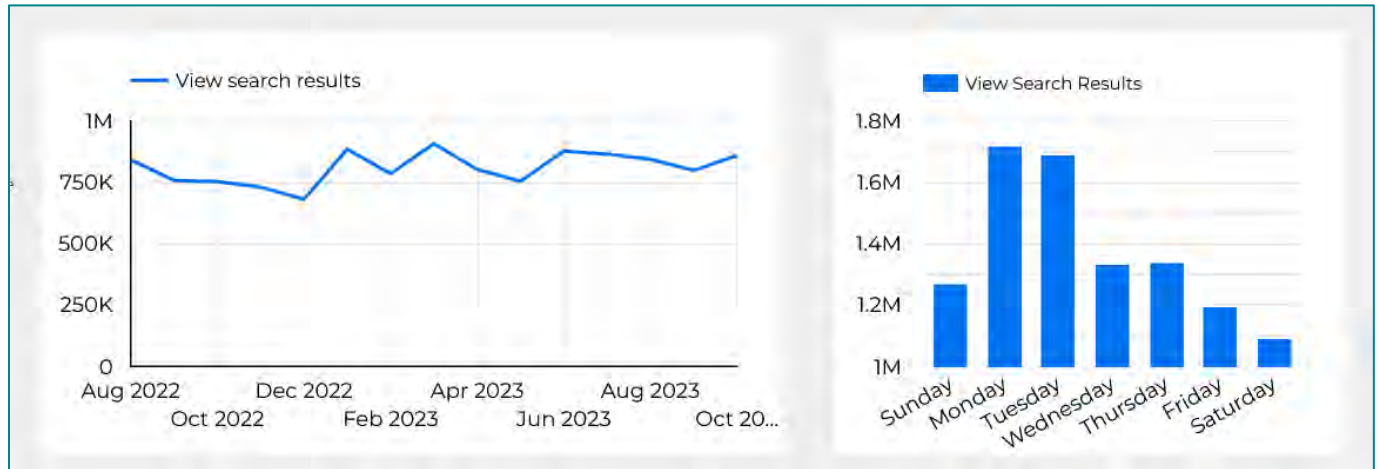


Online Public Catalog - Aspen

Top 25 Searches in Aspen (October 2023)

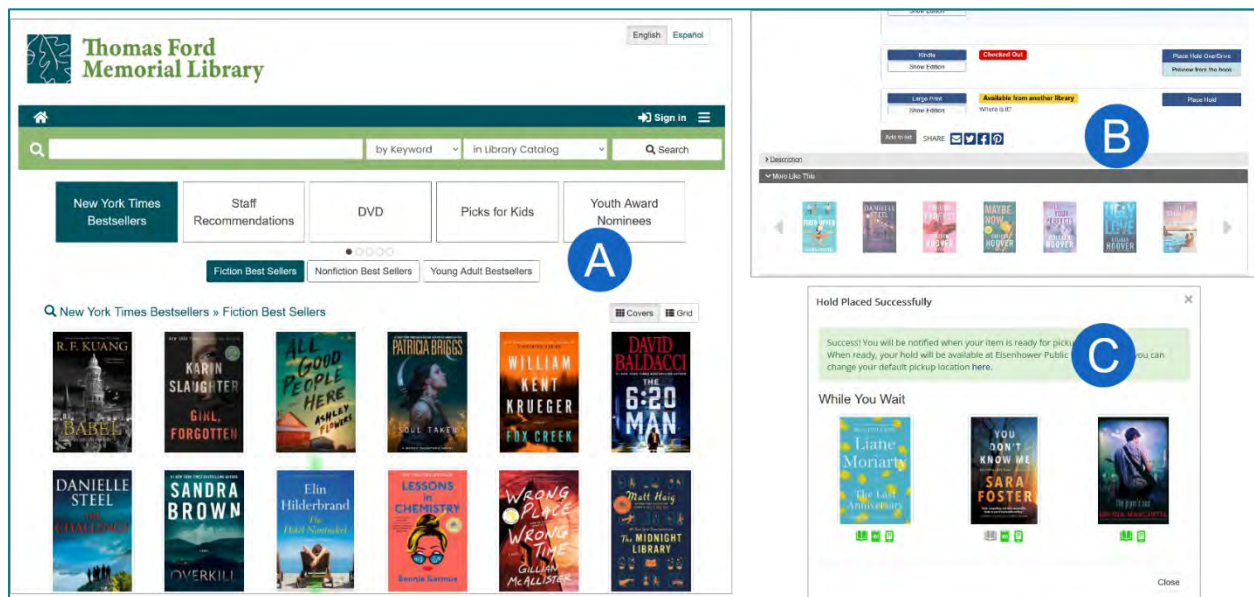
- | | | |
|--------------------------------|-----------------------------------|----------------------|
| 1. halloween | 9. oak park library of things | 17. fall |
| 2. lessons in chemistry | 10. library of things | 18. the woman in me |
| 3. horror | 11. thanksgiving | 19. john grisham |
| 4. nintendo switch video games | 12. pumpkin | 20. tom lake a novel |
| 5. anything emporium | 13. autumn | 21. dvd |
| 6. colleen hoover | 14. halloween -- juvenile fiction | 22. native american |
| 7. killers of the flower moon | 15. pokemon | 23. vera |
| 8. barbie | 16. movies | 24. harry potter |
| | | 25. dune |

Results Pageviews in Aspen

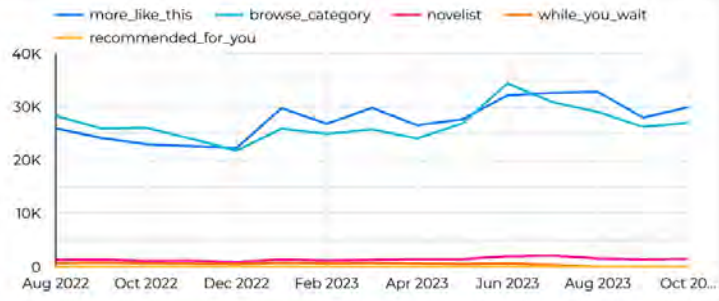


Usage of Recommendations

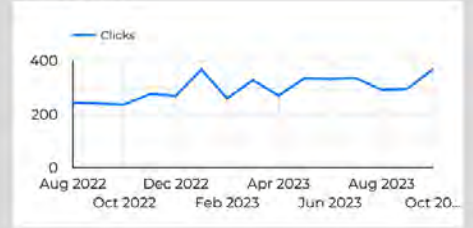
Browse categories appear on the home page and they are generated by library staff (A). “More Like This” are auto-generated by Syndetics and appear on a grouped work or record detail page (B). “While You Wait” are auto-generated by Aspen, and appear when you place a hold or view your holds and checkouts (C). This data measures clicks on title recommendations presented to patrons.



Recommendations



Placards



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.
Tuesday, February 6, 2024	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

Schedule for approved 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	Acorn Public Library District
Friday, October 20, 2023	Regular SWAN Board Meeting	Acorn Public Library District
Friday, November 17, 2023	Regular SWAN Board Meeting	Palos Heights Public Library
Thursday, December 7, 2023	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, December 15, 2023	Regular SWAN Board Meeting	Homewood Public Library
Friday, January 19, 2024	Regular SWAN Board Meeting	Homewood Public Library
Friday, February 16, 2024	Regular SWAN Board Meeting	Roselle Public Library District
Thursday, March 7, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, March 22, 2024	Regular SWAN Board Meeting	Bloomington Public Library
Friday, April 19, 2024	Regular SWAN Board Meeting	Bloomington Public Library
Friday, May 17, 2024	Regular SWAN Board Meeting	Blue Island Public Library
Thursday, June 6, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, June 21, 2024	Regular SWAN Board Meeting	Midlothian Public Library

Date: November 17, 2023
To: SWAN Board of Directors
From: Aaron Skog, Executive Director
Re: Employee policy revisions



Introduction

The SWAN employee handbook was reviewed by HR Source and suggestions were included throughout the handbook document. The more substantial edits required some clarification, which I have included below in a Q&A form.

The changes were reviewed by the SWAN management team, which understood and agreed with the modifications.

I recommend the SWAN Board accept the recommended changes to the handbook. However, if the Board wishes to have the changes reviewed in detail by its Personnel Committee, we could have that committee meet, and bring back this document to the full board at its December 15, 2023 meeting.

Questions & Answers provided by HR Source

Retirement Gift Policy: you removed the gift policies, but can you expand on why it is recommended to remove this?

This locks you into a price point for each gift and doesn't allow for deviation. Having it in the handbook essentially creates an expectation and doesn't allow for flexibility. You can leave this in the handbook, but I would recommend having it as a separate policy that can be accessed by employees. This allows for you to make changes without having to update the entire handbook.

The new Paid Leave for All Workers Act, does this new law require SWAN to offer the paid leave for all categories of paid time off? E.g., sick, personal, and vacation?

Our current understanding is that you do not have to create a new policy, so long as you have a policy that provides at least 40 hours of leave that can be used for any reason. As you currently offer paid leave that can be used for any reason, you don't need to create any other type of leave to comply with the law.

SWAN uses a 37.5 hour work week, so will the rate earned use 40 hours or 37.5 hours?

This shouldn't affect your workweek accrual at all. You can continue to use a 37.5 hour workweek, so long as employees accrue at least one hour of leave for every 40 worked. If you want to grant that on a 37.5 hour basis so that it matches up with your standard workweek, that is entirely compliant. It's only when you go beyond 40, so someone working a standard 45 hour workweek,

that it becomes a problem. You can always elect to grant leave at an accelerated pace, as is the case here.

Personal Time: the use of personal time off (PTO) will present the most flexibility to employees, but are there any issues with using PTO to comply with the Paid Leave for All Workers Act?

You can use a current policy to comply with this act, so long as it is in place prior to 1/1/2024. You can choose to comply via your vacation policy or your PTO policy, but you do not have to do both. The biggest difference is that vacation has to be paid out on separation from employment and PTO does not. If you prefer to use the vacation policy to comply with the law, then leave the PTO as is and ignore any suggestions.

General Leave of Absence: Is the HR Source suggestion based on Illinois or Federal law requiring this?

It's not required but is an HR Source recommendation. We often see members with employees who need an extended leave of absence due to medical reasons or other personal reasons. Having a general leave of absence policy in the handbook provides a framework for both you and the employee and sets expectations for how the leave will be handled. We always write this policy to provide as much discretion as possible on the part of the employer.

Reference and Background checks: why recommend removing this from the handbook?

We usually recommend removing reference and background check policies from the handbook, as they are typically performed prior to the employee receiving the handbook. They are important policies for human resources/management but are better located outside of the employee handbook.

Confidentiality: the insertion of the "immunity from liability" statement is applicable to all Illinois employers?

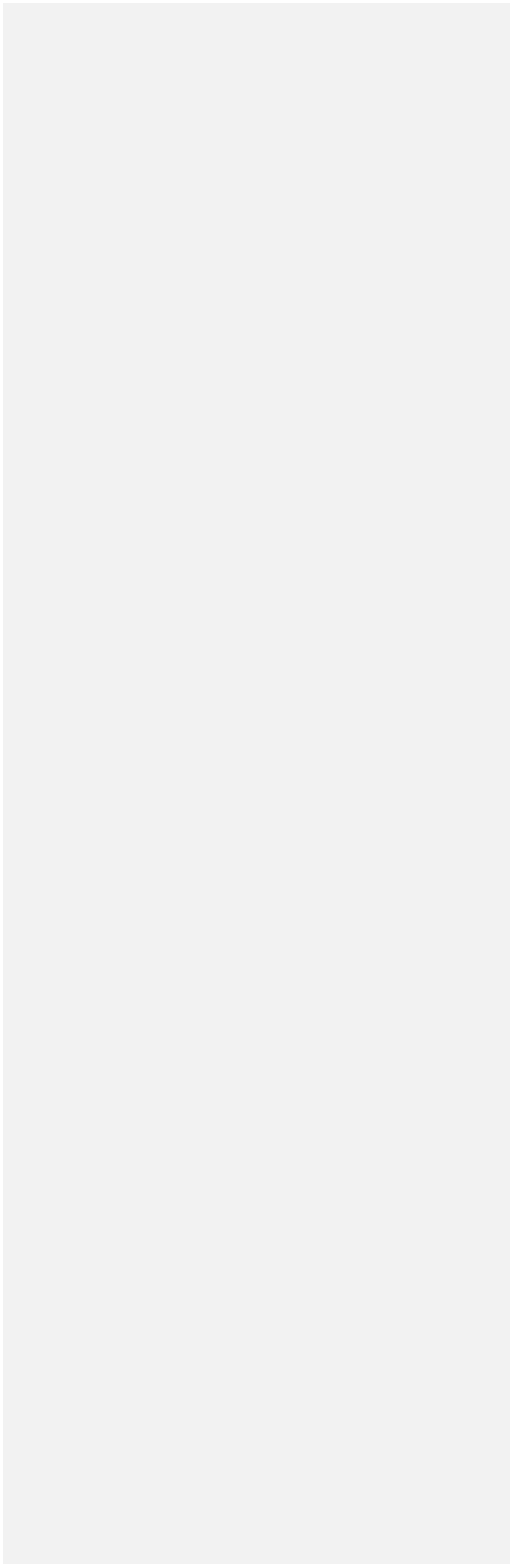
This is something we include in all handbooks and is applicable to all employers.

**SYSTEM WIDE AUTOMATED NETWORK
(SWAN)**

EMPLOYEE HANDBOOK

Revised ~~December 16, 2022~~ October 23, 2023

Page 1 of 70



Page 2 of 70

Contents

INTRODUCTION	5
WELCOME	5
INTRODUCTORY STATEMENT/EMPLOYMENT AT WILL	5
EQUAL EMPLOYMENT OPPORTUNITY	6
BENEFITS AND SERVICES	7
EMPLOYEE BENEFITS	7
INSURANCE.....	7
TUITION BENEFIT	8
WELLNESS BENEFIT	9
HOLIDAYS	11 ¹⁰
VACATION.....	13 ¹²
PERSONAL TIME	13 ¹²
SICK LEAVE.....	14 ¹³
GENERAL LEAVE OF ABSENCE	15 ¹⁴
PERSONAL PAID LEAVE OF ABSENCE	15 ¹⁴
PARENTAL LEAVE.....	16 ¹⁵
FUNERAL/BEREAVEMENT LEAVE.....	16 ¹⁵
JURY DUTY	17 ¹⁶
MILITARY LEAVE	18 ¹⁷
VICTIMS' ECONOMIC SECURITY AND SAFETY ACT (VESSA)	18 ¹⁷
VOTING TIME.....	21 ²⁰ 19
LEAVE DONATION POLICY	22 ²¹ 20
MEMBERSHIPS AND DUES.....	27 ²⁶ 25
EMPLOYMENT CLASSIFICATIONS	27 ²⁶ 25
PAY PERIODS AND PROCEDURES	27 ²⁶ 25
PAY DEDUCTIONS	28 ²⁷ 26
OVERTIME	28 ²⁷ 26
ON-CALL	28 ²⁷ 26
PERFORMANCE REVIEWS/SALARY ADJUSTMENTS	30 ²⁹ 28
SENIORITY.....	30 ²⁹ 28
Employee Guidelines	30²⁹28
SEXUAL AND OTHER FORMS OF HARASSMENT	31 ³⁰ 29
REASONABLE ACCOMMODATIONS	34 ³³ 31
NAMES & PREFERRED PRONOUNS POLICY	35 ³³ 31
ILLEGAL DRUGS AND ALCOHOL/DRUG FREE WORKPLACE.....	37 ³⁵ 33
WORKPLACE SECURITY AND INSPECTIONS	39 ³⁷ 34
HIRING OF RELATIVES/NEPOTISM	39 ³⁷ 34
ACCESS TO PERSONNEL FILES.....	41 ³⁹ 35
IMMIGRATION LAW COMPLIANCE.....	41 ³⁹ 35
REFERENCE AND BACKGROUND CHECKS	42 ⁴⁰ 36
HOURS OF WORK/MEAL/BREAK PERIODS	43 ⁴⁰ 37
ATTENDANCE.....	43 ⁴⁰ 37

CONDUCT AND WORK RULES.....	444138
DISCIPLINARY STEPS.....	454239
PROBLEM SOLVING/GRIEVANCE PROCEDURE.....	464340
NO SOLICITATION/NO DISTRIBUTION.....	464340
PERSONAL APPEARANCE.....	464340
USE OF ELECTRONIC AND TELEPHONE EQUIPMENT.....	474441
SOCIAL MEDIA USE.....	494642
USE OF MOBILE PHONES/SWAN'S PHONES.....	524944
TELECOMMUTING.....	545145
FLEXIBLE SCHEDULING.....	565246
IDENTITY PROTECTION.....	585548
CONFIDENTIALITY.....	605750
VISITORS.....	615850
BUSINESS USE OF VEHICLES.....	625951
SAFETY.....	625951
WORKPLACE VIOLENCE.....	625951
SMOKING.....	646152
EMERGENCY WEATHER CLOSING.....	656253
WHISTLEBLOWER COMPLIANCE.....	656253
TERMINATION OF EMPLOYMENT.....	666354
TRAVEL POLICY.....	666354

INTRODUCTION

WELCOME

Welcome to the System Wide Area Network (SWAN)!

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

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

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

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

INTRODUCTORY STATEMENT/EMPLOYMENT AT WILL

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

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

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

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

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

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

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

EQUAL EMPLOYMENT OPPORTUNITY

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

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

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

BENEFITS AND SERVICES

EMPLOYEE BENEFITS

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

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

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

INSURANCE

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

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

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

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

INSURANCE BENEFITS FOR RETIREES

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

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

RETIREMENT GIFT POLICY

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

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

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

TUITION BENEFIT

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

Eligibility

Commented [A1]: Recommended removal by HR Source: This locks you into a price point for each gift and doesn't allow for deviation. Having it in the handbook essentially creates an expectation and doesn't allow for flexibility. You can leave this in the handbook, but I would recommend having it as a separate policy that can be accessed by employees. This allows for you to make changes without having to update the entire handbook.

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

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

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

Reimbursement

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

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

The Internal Revenue Code sets a limit each year for what an organization can pay for an individual toward educational assistance. If the reimbursement level from SWAN exceeds the government limit of that year, the employee will have to pay tax on that amount over the limit. Since this limit can fluctuate from year to year, we encourage you to check with Human Resources on an annual basis to see what the limit is for that particular year. Tax consequences (if any) as a result of company reimbursement under this plan are the sole responsibility of the employee. Taxable earnings (if applicable) may be added to overall earnings and reflected on an employee's W-2.

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

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

WELLNESS BENEFIT

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

| benefit.

Examples include:

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

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

HOLIDAYS

SWAN recognizes the following holidays:

1. New Year's Day
2. Martin Luther King Day/President's Day
3. Memorial Day
4. Juneteenth (June 19th Federal & State holiday)
5. Independence Day
6. Labor Day
7. Thanksgiving
8. Friday after Thanksgiving
9. Christmas Eve
10. Christmas Day
11. New Year's Eve Day

When one of the above holidays falls on a Saturday, SWAN will be closed on the preceding Friday, and eligible employees will be paid for the holiday. If a holiday falls on a Sunday, SWAN will be closed on the following Monday, and eligible employees will be paid for the holiday. Any holiday conflicting with a SWAN recognized holiday will be resolved as a floating holiday to be used within the pay period the holiday occurs. Martin Luther King Day and President's Day will be limited floating holiday. Department managers will coordinate with employees on the days off, which will be Martin Luther King Day or President's Day, but not both. Juneteenth holiday will be a limited floating holiday which must be used within the pay period the holiday occurs. The office closures will be noted publicly on the SWAN Support site.

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

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

- Holidays will not be paid to employees on any type of unpaid leave.
- Holidays falling within an approved scheduled vacation will be recorded as holiday pay.

VACATION

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

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

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

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

Vacation Scheduling

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

The maximum amount of vacation time that can be held by an employee is the equivalent of 5 days (40 hours) over their total annual accrual. Time accrued beyond the maximum will be lost if not taken by the end of the month. Any exceptions must be approved by the Executive Director.

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

PERSONAL TIME

All full-time employees are eligible for three (3) personal days each year. ~~All part-time employees who work at least 20 hours per week on a consistent basis are eligible for one and one-half (1.5) personal days. Part-time employees will receive a pro-rated number of days, representing not less than one (1) hour earned for every forty (40) hours worked.~~

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

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

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

Commented [AS2]: Personal Time: the use of personal time off (PTO) will present the most flexibility to employees, but are there any issues with using PTO to comply with the Paid Leave for All Workers Act?

You can use a current policy to comply with this act, so long as it is in place prior to 1/1/2024. You can choose to comply via your vacation policy or your PTO policy, but you do not have to do both. The biggest difference is that vacation has to be paid out on separation from employment and PTO does not. If you prefer to use the vacation policy to comply with the law, then leave the PTO as is and ignore any suggestions.

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

SICK LEAVE

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

Sick leave accrual

Employees receive one sick day per month accrued on a bi-monthly basis. Part-time employees ~~who work at least 10 hours per week on a consistent basis~~ earn a pro-rated amount according to their number of ~~regularly scheduled~~ hours worked per week.

Full-time employees may accrue a maximum of 90 days of sick leave (675 hours). Part-time employees may accrue a maximum of 355 hours of sick leave. Sick leave will not be paid out upon employment termination.

~~For example,~~ The hourly multiplier is 0.046133 sick hours accrued per hour worked, so 19 hours worked accrues 0.88 sick hours, and 37.5 sick benefit hours worked accrues 1.73 sick benefit hours.

Notice of absence

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

Proof of need for absence

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

Confidentiality of medical information

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

GENERAL LEAVE OF ABSENCE

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

You must apply in writing for this leave of absence and submit your request to the Executive Director. Your request should include the reason for the leave, the date on which you wish the leave to begin, the date on which you will return to active employment with SWAN and any documentation supporting your need for leave. The granting of a leave of absence, and the terms and conditions surrounding the leave of absence, are at the sole discretion of SWAN. While SWAN will make every effort to reinstate the employee to his/her previous position, there are no guarantees. Employees applying for an unpaid general leave of absence must have exhausted all of their available paid time off, such as vacation, personal, and, where applicable, sick time.

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

PERSONAL PAID LEAVE OF ABSENCE

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

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

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

You must apply in writing for this personal paid leave of absence and submit your request to the Executive Director at least 60 days in advance (or as much notice as practicable if the leave is not foreseeable). Your request should include the reason for the leave, the date on which you wish or

Commented [A3]: General Leave of Absence: Is the HR Source suggestion based on Illinois or Federal law requiring this? Answer: **It's not required but is an HR Source recommendation. We often see members with employees who need an extended leave of absence due to medical reasons or other personal reasons. Having a general leave of absence policy in the handbook provides a framework for both you and the employee, and sets expectations for how the leave will be handled. We always write this policy to provide as much discretion as possible on the part of the employer.**

believe the leave will begin, the date on which you expect to return to active employment and any documentation supporting your need for leave. Each case is considered on its own merits.

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

PARENTAL LEAVE

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

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

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

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

FUNERAL/BEREAVEMENT LEAVE

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

If a member of an employee's "immediate family" dies, an employee may take up to five regularly scheduled work days of paid bereavement leave. "Immediate family" includes the employee's parent, spouse, child, domestic partner, brother, sister, grandparent, or grandchild, mother/father in-law, brother/sister in-law or daughter/son in-law. Step-relatives and relatives by adoption or fostering are included on the same basis as blood relatives. Employees are also eligible to take an additional unpaid week of bereavement for the death of a child, foster child, or step-child.

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

JURY DUTY

Employees shall be given paid time off for jury duty for up to two weeks 75 hours. Any additional time required will be unpaid. Any employee summoned for jury duty should provide his/her supervisor with as much notice as possible (typically no less than 15 days prior to when jury duty is scheduled to begin or the date the employee is required to call to see if he/she must appear). Employees requesting and/or returning from jury duty leave will be required to provide verification of jury duty service. In cases where jury duty does not require a full day, employees are expected to spend as much time as possible at their regular duties in the office. Employees who are "on call" for jury duty must report to work if not required to serve that day.-

Commented [A4]: SWAN Management team recommended "two weeks" translate into hours, e.g., 37.5 x 2 = 75 hours.

MILITARY LEAVE

Leaves of absence without pay for military or reserve duty are granted to all employees of SWAN. Employees called to active military duty or to reserve or National Guard training, or volunteering for the same, should submit copies of their military orders to their supervisor as soon as practicable. This includes time off for (i) service in a federally recognized auxiliary of the U.S. Armed Forces when performing official duties in support of military or civilian authorities as the result of an emergency; (ii) service covered in the Illinois State Guard as defined by the Illinois State Guard Act; and (iii) a period for which an employee is absent from a position of employment for the purpose of medical or dental treatment for a condition, illness, or injury sustained or aggravated during a period of active service in which treatment is paid by the United States Department of Defense Military Health System. ~~Employees will be granted a military leave of absence for the period of military service in accordance with applicable federal and state laws. Employees who are reservists or members of the National Guard are granted time off for required military training.~~ Their eligibility for reinstatement after the completion of their military duty and/or training and benefit continuation/eligibility issues are determined in accordance with applicable federal and state laws. Employees may elect, but are not required, to use any vacation entitlement for the absence.

VICTIMS' ECONOMIC SECURITY AND SAFETY ACT (VESSA)

STATEMENT OF POLICY

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

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

DEFINITIONS

- A. "12-Month Period" - means a rolling 12-month period measured forward from the date leave is

taken and continuous with each additional leave day taken.

- B. "Family or Household Member" – means a spouse, parent, son, daughter, other person related by blood or by present or prior marriage, other person who shares a relationship through a son or daughter, and persons jointly residing in the same household;

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

COVERAGE AND ELIGIBILITY

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

INTERMITTENT OR REDUCED LEAVE

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

SUBSTITUTION OF TIME OFF

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

NOTICE REQUIREMENT

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

CERTIFICATION

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

EFFECT ON BENEFITS

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

JOB PROTECTION

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

REASONABLE ACCOMMODATIONS

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

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

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

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

VOTING TIME

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

supervisor will notify you of the two-hour block of time assigned to you for voting purposes. Proof of attendance at the polls may be required.

LEAVE DONATION POLICY

Policy Statement

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

Eligibility

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

Guidelines

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

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

Major disaster, defined as a disaster declared by the president under §401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (the Stafford Act), or as a major disaster or emergency declared by the president pursuant to 5 U.S.C. §6391 for federal government agencies. An employee is considered to be adversely affected by a major disaster if the disaster has caused severe hardship to the employee or to a family member of the employee that requires the employee to be absent from work.

Donation of Sick Time

- The donation of sick time is strictly voluntary.
- Donated sick time will go into a leave bank for use by eligible recipients.
- Recipient identity will not be disclosed to donating employees.
- Employees may not direct their sick time donation to specific recipient employees.
- The donation of sick time is on an hourly basis, without regard to the dollar value of the donated or used leave.

- The minimum number of sick hours that an eligible employee may donate is 4 hours per calendar year; the maximum is 40 hours. An employee may not donate more than 50 percent of the employee's current balance.
- Employees cannot borrow against future sick time to donate.
- Employees will be given the opportunity to donate sick time annually during benefits open enrollment. The donated sick time will be transferred from the donor to the leave pool at end of enrollment period. This donation is a permanent donation to the bank.
- Employees who are currently on an approved leave of absence cannot donate sick time.

Requesting Donated Sick Time

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

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

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

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

Distribution of donated sick time cannot exceed the bank balance. The intent is not to cause tax consequences to the donor and/or recipient. Time accepted into the bank will have no cash value.

Leave Donation Procedures

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

- 7) Distribution of Sick Leave Bank hours is managed by SWAN Administration.
- 8) The Committee shall have the right to refuse leaves.
 - a) Within ten (10) days of denial, a member of denied Sick Leave may appeal to the Personnel Committee with any additional or clarifying information related to their initial request for Sick Leave Bank days.
 - b) The decision of the Personnel Committee shall be final.
- 9) SWAN Executive Director shall prepare an annual Sick Leave Bank audit statement by no later than October 30th of the new year and submit to the SWAN Board for their information. The sick leave bank statement will also be available to all employees upon their request. The statement will contain:
 - a) Number of days in the Sick Leave Bank.
 - b) Number of leave days granted the preceding year.
 - c) Number of staff granted leave and number of days granted.

Authorization for Sick Leave Bank Contribution

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

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

MEMBERSHIPS AND DUES

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

EMPLOYMENT CLASSIFICATIONS

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

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

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

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

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

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

PAY PERIODS AND PROCEDURES

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

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

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

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

PAY DEDUCTIONS

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

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

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

OVERTIME

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

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

ON-CALL

Purpose

The implementation of this policy is to accomplish the following:

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

Applicability

This policy applies to non-exempt employees only.

Statement of Policy

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

Definitions

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

Policy

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

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

Eligibility for Compensation

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

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

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

Compliance with On-Call Policy

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

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

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

PERFORMANCE REVIEWS/SALARY ADJUSTMENTS

Performance reviews are normally conducted on a yearly basis or more frequently if recommended by the employee's supervisor. They are designed to provide communication between the employee and supervisor on the employee's job performance. Criteria that will usually be evaluated include but are not limited to: quality and quantity of work performed; conduct and behavior, dependability; ability to work with others; initiative, resourcefulness; and potential for future growth. The review also serves as an objective basis for salary adjustment recommendations. However, a salary adjustment does not necessarily result from a performance review. Salary adjustments will be approved by the Executive Director and normally take place in conjunction with SWAN's fiscal year, which begins July 1.

SENIORITY

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

Calculating Seniority

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

Employee Guidelines

SEXUAL AND OTHER FORMS OF HARASSMENT/Nondiscrimination

SWAN is committed to maintaining a work environment that is free of all forms of discrimination, including sexual harassment, which are illegal under the Illinois Human Rights Act (IHRA) and Title VII of the U.S. Civil Rights Act of 1964 (Title VII). In keeping with this commitment, SWAN will not tolerate harassment of SWAN employees by anyone, including any supervisor, co-worker, vendor, patron, contractor, or other regular visitor of SWAN. Violation of this policy shall be considered grounds for disciplinary action, up to and including termination.

Discrimination consists of employment actions taken against an individual based on an actual or perceived characteristic protected by law, such as sex, race (including traits associated with race, such as hair), color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, work authorization status, or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member or a perceived member of a protected group.

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

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

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

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

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

1. Uninvited sex-oriented verbal "kidding" or demeaning sexual innuendoes, leers, gestures, teasing, sexually explicit or obscene jokes, remarks or questions of a sexual nature;
2. Graphic or suggestive comments about an individual's dress or body;

3. Displaying sexually explicit objects, photographs or drawings;
4. Unwelcome touching, such as patting, pinching or constant brushing against another's body; or
5. Suggesting or demanding sexual involvement of another employee whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

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

All SWAN employees are responsible to help ~~assure~~ensure that ~~SWAN avoids harassment~~harassment and discrimination do not occur and are not tolerated. An employee who believes that he or she has been subjected to or witnessed sexual or other types of harassment or discrimination ~~who has witnessed harassment~~ should immediately submit a complaint to the Executive Director. If you are uncomfortable speaking with the Executive Director, or any other manager or supervisor ~~supervisor~~, then the complaint shall be submitted to the President of the SWAN Board. All complaints shall be investigated in accordance with the procedures contained herein.

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

A substantiated charge against an employee will subject the employee to disciplinary action up to and including discharge. SWAN will also take appropriate action to address a substantiated complaint of discrimination or harassment by a third party or non-employee. If an investigation results in a finding that the complainant falsely accused another of harassment or discrimination in a knowing or malicious manner, the complainant will be subject to appropriate discipline, including the possibility of discharge.

Retaliation Prohibited

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

Resolution Outside Company

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

Contact Information:

Illinois Department of Human Rights (IDHR)

- Chicago: 312-814-6200 or 800-662-3942; TTY: 866-740-3953

- Springfield: 217-785-5100; TTY: 866-740-3953
- Marion: 618-993-7463; TTY: 866-740-3953

Illinois Human Rights Commission (IHRC)

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

United States Equal Employment Opportunity Commission (EEOC)

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

REASONABLE ACCOMMODATIONS

SWAN supports the Illinois Human Rights Act and Americans with Disabilities Act as amended, and Title VII of the Civil Rights Act, –and will attempt to provide reasonable accommodations for pregnant individuals, qualified individuals with disabilities, and individuals who request such accommodations for their religious beliefs or practices unless such accommodations would present an undue hardship for SWAN. ~~pregnant employees and employees with disabilities in the workplace unless such accommodations would present an undue hardship for SWAN.~~

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

As noted above, individuals who may request a reasonable accommodation include:

- A pregnant employee includes any woman affected by and undergoing pregnancy, childbirth, or medical or common condition related to pregnancy or childbirth.
- A qualified person with a disability is any individual with a medically recognized disability.
- An individual who requests reasonable accommodations that will allow the individual to practice his or her religion.

In ~~both~~ all cases, the individual must, with or without reasonable accommodation, perform the essential functions of the job the individual has or wants, and not pose a direct threat to the health or safety of himself/herself or other individuals in the workplace.

For more information regarding your rights on Pregnancy in the Workplace, download the Illinois Department of Human Rights fact sheet at www.illinois.gov/dhr, or refer to the posted “Pregnancy Rights Notice.”

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

NAMES & PREFERRED PRONOUNS POLICY

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

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

Email Signature

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

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

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

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

Official Records

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

Commented [A5]: From HR Source:
We recommend not requiring pronouns, as some employees may be uncomfortable disclosing

a new or transitioning employee has questions about SWAN records or ID documents, the employee should contact the SWAN Executive Director.

ILLEGAL DRUGS AND ALCOHOL/DRUG FREE WORKPLACE

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

Prohibited Activity

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

This policy is not a contract of employment and may be modified by SWAN at its sole discretion. The extent non-employees who are present on SWAN premises engage or appear to have engaged in conduct that would violate this policy if engaged in by an employee, such non-employees will be barred from SWAN premises.

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

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

"Cannabis" includes, all forms of cannabis or marijuana, including both recreational and medical cannabis and marijuana.

"Company Premises" includes, but is not limited to, all buildings, offices, facilities, grounds, parking lots, places and vehicles owned, leased or managed by SWAN.

"Refuse to Cooperate" means to obstruct the collection process, to submit an altered, adulterated or substitute sample, or to fail to promptly provide specimen(s) for testing when directed.

“Under the Influence of Alcohol” means an alcohol concentration of .04 or more, or actions, appearance, speech, or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of alcohol use.

“Under the Influence of Cannabis” means actions, appearance, speech, or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of cannabis use, which may or may not be accompanied with a confirmed positive test result.

“Under the Influence of Illegal Drugs” means a confirmed positive test result for illegal drug use or actions, appearance, speech, or bodily odors which reasonably cause a supervisor to conclude that an employee is impaired because of illegal drug use.

Testing for Alcohol and Illegal Drugs

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

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

Notification of Drug Conviction

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

Employee Assistance

SWAN will assist and support employees who voluntarily seek help for alcohol or drug problems before becoming subject to discipline under this or other SWAN policies. Employees who seek such assistance will be allowed to use accrued paid time off, be placed on leaves of absence, and where available, referred to treatment providers and otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment.

WORKPLACE SECURITY AND INSPECTIONS

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

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

HIRING OF RELATIVES/NEPOTISM

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

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

Employees who marry or establish close personal relationships may continue employment as long as it does not result in a supervisory/subordinate working relationship and no other interference with SWAN operations is likely to occur in the above. Employees must inform the Executive Director if they enter into a familial or close personal or romantic relationship to ensure that no actual or perceived conflict of interest is present. If the conditions outlined above should occur, attempts may be made to find a suitable position within the organization to which one of the employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

ACCESS TO PERSONNEL FILES

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

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

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

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

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

IMMIGRATION LAW COMPLIANCE

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

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

Expiration of Work Authorization

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

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

REFERENCE AND BACKGROUND CHECKS

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

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

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

Government Requests for Information

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

Reference and Background Check Procedures

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

Commented [A6]: HR Source: usually recommend removing reference and background check policies from the handbook, as they are typically performed prior to the employee receiving the handbook. They are important policies for human resources/management, but are better located outside of the employee handbook.

Inaccurate or Fraudulent Information

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

HOURS OF WORK/MEAL/BREAK PERIODS

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

Employees may schedule their own meal/break periods as long as meal/break periods are staggered to ensure department coverage. An employee who works 7.5 continuous hours or more shall be provided an unpaid meal period of at least 30 minutes. The meal period must be taken by an employee no later than 5 hours after beginning work. Employees who work are scheduled to work an additional 4 hours after their initial 7.5 hour shift shall be entitled to an additional break of no less than 20 minutes. In addition, employees may take a paid break of 15 minutes during each half-day's schedule. An additional paid break of 15 minutes per day will be provided for employees taking part in SWAN's Walking Club, to be used exclusively for fitness walking only. Break periods do not accumulate and are not to be used for making up time, leaving early, or lengthening a meal break.

ATTENDANCE

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

Rules Concerning Attendance

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

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

CONDUCT AND WORK RULES

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

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

BREACHES OF CONDUCT

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

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

DISCIPLINARY STEPS

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

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

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

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

PROBLEM SOLVING/~~GRIEVANCE PROCEDURE~~Open Door Communications

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

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

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

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

NO SOLICITATION/NO DISTRIBUTION

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

PERSONAL APPEARANCE

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

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

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

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

Employees are also prohibited from wearing or maintaining in their work space any type of strong-smelling substance, including but not limited to, perfumes, aftershaves, colognes, potpourri, or other such substances. Employees are expected to maintain appropriate hygiene standards while at work or performing SWAN work.

USE OF ELECTRONIC AND TELEPHONE EQUIPMENT

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

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

1. Electronic systems are owned/leased and maintained by SWAN and electronic communications are the sole property of the organization. Excessive personal use of electronic systems by employees is prohibited. *SWAN will, or reserves the right to, monitor the use of electronic systems and to review or inspect all material stored therein. No communications are guaranteed to be private or confidential.*
2. The electronic systems of the organization may not be used by employees for commercial purposes, personal financial gain or illegal or criminal purposes.
3. All workstations will be configured with virus protection software, which should not be removed or disabled. Each employee is responsible for protecting his/her computer against virus attack by following appropriate guidelines for scanning all incoming communications and media, and by not disabling the anti-virus application installed on their workstation. All data disks and files entering or leaving SWAN should be scanned for viruses.
4. Personal software or messages shall not be installed or stored on SWAN's equipment unless prior approval is obtained. The downloading or use of any software sharing programs is explicitly

prohibited. In addition, employees are prohibited from encrypting, attempting to decrypt or modifying data, files, or programs without prior written authorization. Employees are prohibited from deleting or destroying data, files, or programs, except in the ordinary course of business, *i.e.* deletion of an email after it is read.

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

SOCIAL MEDIA USE

Social Media is defined as: blogs, other types of self-published online journals, and collaborative Web-based discussion forums including, but not limited to, LinkedIn, [Snapchat](#), [Instagram](#), [TikTok](#), Facebook,

Pinterest and Twitter.

Rules and Guidelines

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

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

SWAN-Sponsored Social Media

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

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

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

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

5. SWAN-sponsored social media accounts are owned by SWAN. Any employees who create such accounts or are provided access to such accounts do not obtain ownership rights to such accounts or any content contained in them. Employees who create or are provided SWAN-sponsored social media accounts must provide SWAN with all passwords and/or log-in information to such accounts immediately upon SWAN's request and must transfer "manager" or "owner" status (as defined by the particular social media platform) upon SWAN's request.

4.

Personal Use of Social Media

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

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

SWAN Monitoring

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

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

Violations

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

USE OF MOBILE PHONES/SWAN'S PHONES

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

Page 52 of 70

disciplinary steps up to and including termination may be taken.

USE OF CELLULAR PHONES/COMPANY PHONES

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

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

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

TELECOMMUTING

Telecommuting is a work arrangement that allows employees to work at home or at some other off-site location for all or some of their regularly scheduled work hours. Although not all jobs can be performed satisfactorily from other locations, SWAN recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both SWAN and employees. Telecommuting is not an entitlement, it is not an organization wide benefit, and it in no way changes the terms and conditions of employment with SWAN.

Candidates for telecommuting arrangements must:

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

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

Any telecommuting arrangement made will be on a trial basis for the first three months and may be discontinued at will and at any time at the request of either the telecommuter or SWAN. Every effort will be made to provide 30 days' notice of such change to accommodate commuting, child care, and other issues that may arise from the termination of a telecommuting arrangement. There may be instances where no notice is possible.

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

- Employees must be able to carry out the same duties, assignments, and other work obligations at their home office as they do when working on SWAN's premises.
- An employee must work the same hours from home as the employee would work in SWAN's office. Employees must be reachable by phone and email when telecommuting.
- Employees must be available to attend scheduled meetings and participate in other required office activities at the home office as needed. Employees who telecommute may be required to attend these meetings and other activities "in person."
- Employees must arrange for child/elder care during their work hours. Telecommuting is not intended to be a substitute for adequate child or family care arrangements.
- Tax and other legal implications. The employee must determine any tax or legal implications under IRS, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

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

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

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

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

FLEXIBLE SCHEDULING

Who is eligible?

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

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

Types of Flexible Work Options

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

1. Flexible Work Hours

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

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

2. Compressed Work Schedules

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

Common examples of Compressed Work Schedules:

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

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

4. Hybrid Options

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

IDENTITY PROTECTION

Purpose

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

Requirements

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

Prohibited Activities

No employee may do any of the following:

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

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

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

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

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

Public Inspection and Copying of Documents

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

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

Public Availability

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

Applicability

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

CONFIDENTIALITY

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

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

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

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

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

[Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing: \(1\) Immunity—An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that—\(A\) is made—\(i\) in confidence to a federal, state or local government official, either directly or indirectly, or to an attorney; and \(ii\) solely for the purpose of reporting or investigating a suspected violation of law; or \(B\) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. \(2\) Use of Trade Secret Information in Anti-Retaliation Lawsuit—An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the](#)

Commented [A7]: Confidentiality: the insertion of the "immunity from liability" statement is applicable to all Illinois employers?
Answer: **This is something we include in all handbooks and is applicable to all employers.**

trade secret information in the court proceeding, if the individual—(A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order.

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

Nothing in this policy is intended to prevent employees from discussing compensation, benefits, or other terms and conditions of employment.

VISITORS

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

BUSINESS USE OF VEHICLES

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

Employees who drive a vehicle on SWAN's business must possess a valid driver's license and minimum insurance coverage in accordance with Illinois law. Any change in status must be reported immediately to the direct supervisor and the Office Manager (e.g. the license is suspended, revoked, limitations, etc.). However, SWAN will not reimburse employees for expenses not necessary for business purposes, such as:

- Parking Tickets
- Vehicle repairs and maintenance
- Fines for moving violations
- Vehicle towing charges.

SAFETY

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

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

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

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

WORKPLACE VIOLENCE

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

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

attained, is the commitment of SWAN:

- To provide a safe and ~~healthful~~ healthy work environment.

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

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

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

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

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

SMOKING

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

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

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

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

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

EMERGENCY WEATHER CLOSING

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

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

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

WHISTLEBLOWER COMPLIANCE

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

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

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

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

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

TERMINATION OF EMPLOYMENT

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

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

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

Employees who terminate their employment relationship with SWAN are welcome to reapply for employment with SWAN in the future. If re-hired, such employees will not be credited for any previous service with SWAN, unless otherwise indicated. Failure to provide proper notice or refusal to participate in the exit interview may result in an employee being deemed ineligible for rehire.

TRAVEL POLICY

Employees are encouraged to attend professional meetings and participate in professional activities. SWAN's annual budget provides funds for certain professional activities and travel allowances. Participation may be limited by the needs of the department and budget allocations. It is SWAN's practice to reimburse employees for reasonable and necessary expenses incurred during the period they are employed by SWAN in connection with travel and other business on behalf of the organization, subject to the guidelines and procedures set out in this policy.

PRIOR APPROVAL

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

REIMBURSABLE EXPENSES

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

Transportation

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

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

Lodging and Meals

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

RECORDS AND RECEIPTS

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

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

NON-REIMBURSABLE EXPENSES

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

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

EMPLOYEE ACKNOWLEDGMENT FORM

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

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

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

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

Employee Name (printed)

Employee Signature

Date

Sick Leave Donation Balance Report

Sick Leave Hours Donated	Date Submitted
40.0	12/19/2022
40.0	12/19/2022
40.0	12/19/2022
10.0	12/19/2022
40.0	12/19/2022
20.0	12/19/2022
40.0	12/19/2022
20.0	1/4/2023
40.0	5/15/2023
290.0	

Date: November 17, 2023
To: SWAN Board of Directors
From: Aaron Skog, Executive Director
Jennifer Cottrill, Midlothian Public Library, President
Dorothy Koll, Acorn Public Library District, Vice-president
Colleen Waltman, Homewood Public Library District



Re: Membership satisfaction survey

Introduction

The survey as recommended by the task force is available for board discussion. The survey form itself has been created and exists on the SWAN Support site. The survey will be introduced to library directors at the December 7, 2023 Quarterly membership meeting.

Customer Satisfaction Survey for Membership

Dear SWAN Library Directors,

To obtain valuable and meaningful feedback from directors and front-line staff in SWAN libraries, this survey is being conducted to help gauge your satisfaction with the following products used by SWAN:

- WorkFlows by Sirsi Dynix
- BLUECloud Analytics by SirsiDynix
- BLUECloud Mobile app by SirsiDynix
- MobileCirc/MobileStaff by SirsiDynix
- Aspen Discovery
- Message Bee by Unique Management
- OCLC WorldShare

The intention of this satisfaction survey is to gather your feedback. Moving forward this will be done annually and the results will be reviewed by the SWAN Board and leadership.

Of interest for this year's survey is the renewal of the SirsiDynix agreement. While it is too late to consider not renewing our upcoming SirsiDynix contract for at least one more year (this is slated for renewal May 1, 2024), the SWAN Board and administration hope to use the feedback obtained here as leverage to negotiate timely future product improvements, to provide further

training to current SWAN library staff members, and/or to consider other product options in the future.

The other products listed here include those that are very new (MessageBee), and those that have been in place for a few years (Aspen Discovery). We include the Illinois State Library OCLC WorldShare as well (which includes WorldCat, WorldShare ILL, etc.). Your feedback will help guide SWAN with assessing the satisfaction of these products currently under contract.

In preparation to answer this survey, please reach out to your front-line staff for specific issues you have with the above-listed products. Where appropriate, please collect screenshots and any remedies you have attempted to solve problems. To keep results manageable, we are allowing only one response per library. Feel free to designate someone other than yourself to complete the survey

Q1. Please rate your satisfaction with each of the following products. Comments?

WorkFlows by SirsiDynix

Dissatisfied / Somewhat satisfied / Satisfied / No basis for judgement

BLUECloud Analytics by SirsiDynix

Dissatisfied / Somewhat satisfied / Satisfied / No basis for judgement

BLUECloud Mobile app by SirsiDynix

Dissatisfied / Somewhat satisfied / Satisfied / No basis for judgement

MobileCirc/MobileStaff by SirsiDynix

Dissatisfied / Somewhat satisfied / Satisfied / No basis for judgement

Aspen Discovery

Dissatisfied / Somewhat satisfied / Satisfied / No basis for judgement

Message Bee by Unique Management

Dissatisfied / Somewhat satisfied / Satisfied / No basis for judgement

OCLC WorldShare

Dissatisfied / Somewhat satisfied / Satisfied / No basis for judgement

Q2. Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? Comments?

0=poorly ----- 10=extremely well

Q3. For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate. Comments?

[long-form text box]

Q4. For the products for which you indicated dissatisfaction, please provide detailed feedback on which features of which products you find problematic. Where appropriate, please attach screenshots and share attempted solutions. Comments?

[long-form text box with spots for sharing multiple screenshot files]

Webform *Membership Satisfaction with SWAN Platform (draft)* has been updated.



[Help](#) / [Request Forms](#) / [Membership Satisfaction with SWAN Platform \(draft\)](#)

Membership Satisfaction with SWAN Platform (draft)

To obtain valuable and meaningful feedback from directors and front-line staff in SWAN libraries, this survey is being conducted to help gauge your satisfaction with the software products used by SWAN.

The intention of this satisfaction survey is to gather your feedback. Moving forward this will be done annually and the results will be reviewed by the SWAN Board and leadership.

Of interest for this year's survey is the renewal of the SirsiDynix agreement. While it is too late to consider not renewing our upcoming SirsiDynix contract for at least one more year (this is slated for renewal May 1, 2024), the SWAN Board and administration hope to use the feedback obtained here as leverage to negotiate timely future product improvements, to provide further training to current SWAN library staff members, and/or to consider other product options in the future.

The other products listed here include those that are very new (MessageBee), and those that have been in place for a few years (Aspen Discovery). We include the Illinois State Library OCLC WorldShare as well (which includes WorldCat, WorldShare ILL, etc.). Your feedback will help guide SWAN with assessing the satisfaction of these products currently under contract.

In preparation to answer this survey, please reach out to your front-line staff for specific issues you have with the above-listed products. Where appropriate, please collect screenshots and any remedies you have attempted to solve problems. To keep results manageable, we are allowing only one

response per library. Feel free to designate someone other than yourself to complete the survey

Satisfaction Rating

Please rate your satisfaction with the listed products.

Please rate your satisfaction with each of the following products

[Explanation on this section can be provided here]

WorldShare ILL & WorldCat Discovery OCLC group-services for Illinois libraries, managed by SWAN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Dissatisfied	Somewhat satisfied	Satisfied	No basis for judgement
MessageBee Notification platform with Unique Management Solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Dissatisfied	Somewhat satisfied	Satisfied	No basis for judgement
BLUEcloud Analytics Data analysis and reporting from SirsiDynix	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Dissatisfied	Somewhat satisfied	Satisfied	No basis for judgement
WorkFlows Staff client from SirsiDynix	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Dissatisfied	Somewhat satisfied	Satisfied	No basis for judgement
Aspen Discovery SWAN OPAC supported and developed with ByWater Solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Dissatisfied	Somewhat satisfied	Satisfied	No basis for judgement
MobileCirc/MobileStaff Staff tablet-based app from SirsiDynix	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Dissatisfied	Somewhat satisfied	Satisfied	No basis for judgement

<p>BLUEcloud Mobile</p> <p>Downloadable SWAN mobile app from SirsiDynix</p>	<input type="radio"/> <p>Dissatisfied</p>	<input type="radio"/> <p>Somewhat satisfied</p>	<input type="radio"/> <p>Satisfied</p>	<input type="radio"/> <p>No basis for judgement</p>
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Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library?

[Explanation on the rating system can be provided here]

<p>Rank 1 to 10</p> <p>Rank 1 Not well, Rank 10 Extremely well</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
	1	2	3	4	5	6	7	8	9	10

Written feedback

Please provide written feedback on your selections. This is optional, but it will help us understand the your rating. If you would like to provide additional examples of screen captures, images, or documents, this form has the ability to upload them.

For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.

For the products for which you indicated dissatisfaction, please provide detailed feedback on which features of which products you find problematic. Where appropriate, please attach screenshots and share attempted solutions.

Upload file

One file only. | 100 MB limit. | Allowed types: gif, jpg, jpeg, png, doc, docx.

Optionally include a screenshot, document, or photo of the issue.

Choose File No file chosen

Your name & library

Name

(user logged in)

Aaron Skog

Library

SWAN

Your email

aaron@swanlibraries.net

Submit



System Wide Automated

Network

800 Quail Ridge Drive

Westmont, IL 60559

844-SWAN-LIB

<https://www.swanlibraries.net>



SWAN Administrators' & Directors' Quarterly Meeting

December 7, 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 via Zoom

Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Action Item – Approval of the September 7, 2023 Quarterly meeting minutes
5. Information Item— Membership satisfaction survey
6. Information Item—Overview of SWAN & OCLC services: recent advances & innovations
7. Information Item—Next year's SWAN budget & timeline
8. Announcements and Questions
9. Next meeting: March 7, 2024 (Budget approval vote)

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.