



**SWAN ADMINISTRATORS'  
& DIRECTORS'  
QUARTERLY MEETING**

**Meeting Packet**

December 7, 2023

10:00 A.M.



# SWAN Administrators' & Directors' Quarterly Meeting

December 7, 2023

10:00 a.m. – 12:00 p.m.

Oak Brook Public Library

600 Oak Brook Road, Oak Brook, IL 60523

Meeting Room

Or join the live stream of the meeting via Zoom

<https://swanlibraries-net.zoom.us/j/82234082998?pwd=a3ROSUx4dG9mbHhmNituSG1DZXlQT09>

## 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— Future of the SWAN mobile app
6. Information Item— Membership satisfaction survey
7. Information Item— Overview of SWAN & OCLC services: recent advances & innovations
8. Information Item— Reports on projects
9. Information Item— Next year's SWAN budget & timeline
10. Information Item— Illinois State Library Advisory Committee (ISLAC) update
11. Announcements and Questions
12. 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.

### Zoom meeting information

Meeting ID: 822 3408 2998

Passcode: 806823

# SWAN Administrators' Quarterly Meeting Minutes

September 7, 2023

10:00 a.m. – 12 p.m.

Oak Brook Public Library

600 Oak Brook Road Oak Brook, IL 60523

Meeting recording: <https://www.youtube.com/watch?v=2TxH42y8qZQ>

## 1. Call to Order and Welcome

President Cottrill called the meeting to order at 10:00 a.m. Blazek, Cottrill, Koll, Waltman were present to establish a board quorum.

## 2. Public Comment

No public comment.

## 3. Introduction of New Library Directors and Visitors

Dennis Latimer – Head Librarian/Deputy Director - Elmwood Park Public Library

## 4. Action Item – Approval of the September 7th Quarterly meeting minutes

Bodewes (Thomas Ford Memorial Library) motioned, seconded by Jenkins (Green Hills Public Library District). Motion carried by unanimous vote.

## 5. Information Item – SWAN strategic planning process

Skog gave an overview of what the process has been in the past as we get ready to do again. Cottrill stated we do not have a plan at this time. A discussion on the Harwood Institute program ensued.

## 6. Information Item – Overview of SirsiDynix agreement with SWAN

Skog gave an overview of the SirsiDynix agreement with SWAN along with the option of considering an RFP in the near future. Discussion ensued.

## 7. Information Item – MessageBee future development

Brandwein reviewed the MessageBee Phase 2 development. A discussion ensued.

## 8. Discussion Item – EBSCO group-purchase year 3 usage metrics

Montolin gave a brief overview of our year 3 analysis of our EBSCO usage statistics.

## 9. Announcements and Questions

Cottrill adjourned the meeting at 12:02 p.m.

10. Next Quarterly meeting: December 7, 2023

Minutes Prepared by Ginny Blake

Respectfully Submitted,



DRAFT

**Date:** December 7, 2023  
**To:** SWAN Library Directors & Administrators  
**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 SWAN Board created a task force to create a survey to gauge membership satisfaction with software platforms provided and supported by SWAN.

The survey as recommended by the SWAN Board is provided below for our discussion at the Quarterly membership meeting.

The survey will be introduced to library directors at the December 7, 2023 Quarterly membership meeting, and sent out via email directly to the 100 library directors and administrators. The survey form itself has been created and exists on the SWAN Support site which will require login to access the survey.

## Customer Satisfaction Survey for Membership

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 SirsiDynix
- 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

[long-form text box for explaining choices]

**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

[long-form text box for explaining choices]

**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]

**Date:** December 7, 2023  
**To:** SWAN Member Library Directors & Administrators  
**From:** Aaron Skog, Executive Director  
**Re:** FY25 Budget Timeline



We are about to start preparation of the fiscal year 2025 budget for the July 1, 2024 – June 30, 2025 period. Below is a timeline of the budget process.

DATE	MEETING TYPE	ACTION ITEMS
September 1 - 30, 2023	Executive Director	Collect county tax data, submit FOIA to Cook County Treasurer for tax data.
Friday, October 20, 2023	Regular SWAN Board Meeting	Aaron begins work on budget, brings questions to SWAN Board if needed.
November 30, 2023	Finance Committee	Meeting with SWAN board committee
Friday, November 17, 2023	Regular SWAN Board Meeting	Board accepts financial audit. Aaron to bring budget draft; Board discuss Fees and determines next steps. Set COW date for February for membership review.
Thursday, December 7, 2023	Quarterly	Announce budget process timeline
Friday, December 15, 2023	Regular SWAN Board Meeting	Review of budget draft. Board accepts FY23 financial audit.
Friday, January 19, 2024	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation.
January 2024 [TBD]	SWANcom	Share draft budget to membership. Set February COW date and possible location of meeting.
Tuesday, February 6, 2024	Committee of the Whole Membership Meeting	Meeting to discuss budget, fees, and reserves worksheet.
Friday, February 16, 2024	Regular SWAN Board Meeting	Incorporate changes and suggestions to SWAN budget. Create recommendation to membership.
Thursday, March 7, 2024	Quarterly	Roll call vote to approve SWAN budget.