

SWAN BOARD MEETING AGENDA

February 16, 2024 9:30 a.m.

**Roselle Public Library District
40 South Park Street
Roselle, IL 60172-2020**

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 February 16, 2024 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 16, 2024 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, January 2024 (Exhibit pgs. 3-16)
 - a. Balance sheet and detail of expenditures for January 2024
 - b. Approval of the payment of bills for January 1, 2024, through January 31, 2024 in the amount of \$86,777.02

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JANUARY 1 THROUGH JANUARY 31, 2024 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR JANUARY 2024

5. Action Item – Acceptance of the January 19, 2024, SWAN Board Meeting Minutes (Exhibit pgs. 17-19)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JANUARY 19, 2024 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports
 - a. Board President Report
 - b. Executive Director Report(Exhibit pgs. 20-24)
 - c. Operations Report (Exhibit pgs. 25-37)
 - d. Treasurer Report
 - e. Board Calendar (Exhibit pgs. 38-39)
7. Member satisfaction with SWAN platform survey results (Exhibit pgs. 40-159)

8. Discussion— SWAN FY25 budget & membership fees draft (Exhibit pgs. 160-189)
9. Discussion— March 7, 2024 Quarterly meeting agenda (Exhibit page 190)
10. 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 January 31, 2024

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	1,215,234.12
Hinsdale Bank - MM - 5010	1,505,629.21
Propay Funds	42.86
Total Cash and Cash Equivalents	<u>\$ 2,720,906.19</u>
Current Assets	
Accounts Receivable	435,777.05
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	14,750.00
Total Current Assets	<u>\$ 473,994.13</u>
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(351,227.75)
Total Capital Assets, net	<u>\$ 16,551.11</u>
Other Assets	
Intangible Right to Use Asset - Office Space	234,201.57
Accumulated Amortization - Right to Use Asset	(137,093.52)
Subscription Asset	1,933,499.27
Accumulated Amortization - Subscription Asset	(669,010.40)
Total Other Assets	<u>\$ 1,361,596.92</u>
Total Assets	<u>\$ 4,573,048.35</u>
LIABILITIES	
Current Liabilities	
Accrued Payroll	48,244.58
457B Payable	(1,400.68)
Retirement Payable	(743.25)
Compensated Absences	109,749.24
Total Current Liabilities	<u>\$ 155,849.89</u>
Long Term Liabilities	
Lease Liability - Right to Use Asset	118,237.78
Subscription Liability	672,046.25
Accrued Interest Liability - SBITA	261.27
Total Long Term Liabilities	<u>\$ 790,545.30</u>
Total Liabilities	<u>\$ 946,395.19</u>
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,707,185.61
Total Beginning Net Assets	<u>\$ 2,707,185.61</u>
Current YTD Net Income	<u>\$ 919,467.55</u>
Total Fund Balance	<u>\$ 3,626,653.16</u>
Total Liabilities and Fund Balances	<u><u>\$ 4,573,048.35</u></u>

Statement of Revenue and Expenses Summary

For the 7 Months Ended January 31, 2024

	<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	\$775,955.91	\$2,300,230.87	\$3,071,672.00	\$ 771,441.13	74.89%
4100 - Membership Reimbursements	449.50	465,731.33	443,223.00	(22,508.33)	105.08%
4200 - Reimbursement for Losses	13,123.37	53,869.69	108,680.00	54,810.31	49.57%
4300 - Grant Revenue	124,759.50	374,278.50	515,012.00	140,733.50	72.67%
4400 - Registration & Event Receipts	-	6,260.00	3,400.00	(2,860.00)	184.12%
4500 - Investment & Interest	6,863.32	47,213.93	20,800.00	(26,413.93)	226.99%
4600 - Reserve Fund Transfer	-	17,592.00	73,800.00	56,208.00	23.84%
Total Revenue	<u>921,151.60</u>	<u>3,265,176.32</u>	<u>4,236,587.00</u>	<u>971,410.68</u>	<u>77.07%</u>
Expenses					
5000 - Salaries & Wages	112,592.80	825,988.31	1,546,800.00	720,811.69	53.40%
5020 - Personnel Benefits	40,061.04	251,480.80	457,700.00	206,219.20	54.94%
5100 - Building & Grounds	20,915.53	86,420.41	129,510.00	43,089.59	66.73%
5200 - Professional Development	1,319.66	4,627.67	16,700.00	12,072.33	27.71%
5300 - Membership Development	442.75	4,874.66	7,370.00	2,495.34	66.14%
5400 - Information & Technology Services	20,591.11	559,517.75	1,269,400.00	709,882.25	44.08%
5500 - General Office	-	3,431.99	2,700.00	(731.99)	127.11%
5600 - Hardware & Equipment	95.10	855.90	6,300.00	5,444.10	13.59%
5700 - Insurance	-	11,218.00	11,500.00	282.00	97.55%
5800 - Contractual Services	9,909.69	85,672.09	216,984.00	131,311.91	39.48%
5900 - Library Materials & Content	13,554.52	509,181.69	565,251.00	56,069.31	90.08%
6000 - Interest & Fees	175.98	2,439.50	4,050.00	1,610.50	60.23%
Total Expenses	<u>219,658.18</u>	<u>2,345,708.77</u>	<u>4,236,587.00</u>	<u>1,890,878.23</u>	<u>55.37%</u>
Excess Revenues less Expenses	<u>\$ 701,493.42</u>	<u>\$ 919,467.55</u>	<u>\$ 0.00</u>	<u>\$ (919,467.55)</u>	

Statement of Revenue and Expenses

For the 7 Months Ended January 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 775,955.91	\$ 2,300,230.87	\$ 3,067,972.00	\$ 767,741.13	74.98%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	449.50	465,731.33	443,223.00	(22,508.33)	105.08%
4220 - Reimbursement Losses for Resource Sharing	9,507.58	28,682.99	63,000.00	34,317.01	45.53%
4240 - E-Commerce Transactions	3,615.79	25,186.70	45,680.00	20,493.30	55.14%
4310 - RAILS Support to SWAN	124,759.50	374,278.50	498,388.00	124,109.50	75.10%
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	6,863.32	47,213.93	20,800.00	(26,413.93)	226.99%
4600 - Reserve Fund Transfer	0.00	17,592.00	73,800.00	56,208.00	23.84%
Total Revenue	921,151.60	3,265,176.32	4,236,587.00	971,410.68	77.07%
Expenses					
5000 - Salaries & Wages	112,592.80	825,988.31	1,546,800.00	720,811.69	53.40%
5021 - FICA Expense	8,297.13	61,144.74	118,400.00	57,255.26	51.64%
5023 - Worker's Compensation	0.00	4,908.00	4,500.00	(408.00)	109.07%
5024 - Retirement Benefits	16,284.52	83,588.80	140,900.00	57,311.20	59.32%
5025 - Health, Dental, Life And Disability Insurance	15,479.39	101,779.32	192,400.00	90,620.68	52.90%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	0.00	59.94	400.00	340.06	14.99%
5110 - Rent/Lease	19,722.87	79,678.53	117,300.00	37,621.47	67.93%
5120 - Utilities	521.61	3,866.86	6,700.00	2,833.14	57.71%
5130 - Property Insurance	0.00	642.00	650.00	8.00	98.77%
5140 - Repairs & Maintenance	86.05	448.90	860.00	411.10	52.20%
5150 - Custodial Service & Supplies	585.00	1,784.12	4,000.00	2,215.88	44.60%
5210 - Conference Travel	715.46	2,012.71	6,000.00	3,987.29	33.55%
5220 - Staff Meetings	0.00	0.00	900.00	900.00	0.00%
5230 - Staff Professional Development	462.00	1,535.76	4,000.00	2,464.24	38.39%
5240 - Professional Association Membership Dues	0.00	937.00	2,500.00	1,563.00	37.48%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	142.20	142.20	2,500.00	2,357.80	5.69%
5310 - Travel Reimbursement	0.00	214.16	800.00	585.84	26.77%
5320 - Membership Meetings	0.00	76.00	0.00	(76.00)	0.00%
5330 - Library Professional Development	442.75	4,584.50	6,570.00	1,985.50	69.78%
5410 - Infrastructure Licensing	0.00	234.96	0.00	(234.96)	0.00%
5420 - Application Software Licensing	2,298.51	14,993.42	18,000.00	3,006.58	83.30%
5430 - Server Software Licensing	5,329.44	67,488.17	105,200.00	37,711.83	64.15%
5440 - Library Services Platform	0.00	408,607.69	1,016,300.00	607,692.31	40.21%
5450 - Data Management Services	11,571.94	26,635.35	33,000.00	6,364.65	80.71%
5460 - Information Subscription Service	0.00	19,931.45	75,000.00	55,068.55	26.58%
5470 - Subscription Support Services	289.00	3,949.19	6,800.00	2,850.81	58.08%
5480 - Telecommunications	1,102.22	7,680.02	14,500.00	6,819.98	52.97%
5490 - Group Purchases - Services	0.00	9,997.50	600.00	(9,397.50)	1666.25%
5510 - Office Supplies	0.00	2,801.37	2,200.00	(601.37)	127.34%
5520 - Postage	0.00	436.64	500.00	63.36	87.33%
5599 - Annual Conference Supplies	0.00	193.98	0.00	(193.98)	0.00%
5610 - Equipment Rental/Maintenance	95.10	855.90	1,000.00	144.10	85.59%
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	0.00	11,218.00	11,500.00	282.00	97.55%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	2,110.00	6,330.00	19,160.00	12,830.00	33.04%

Statement of Revenue and Expenses

For the 7 Months Ended January 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5830 - Consulting	275.00	3,175.00	75,000.00	71,825.00	4.23%
5840 - Payroll Service Fees	339.54	2,463.32	3,600.00	1,136.68	68.43%
5850 - Contractual Agreements	0.00	21,624.00	16,624.00	(5,000.00)	130.08%
5860 - Notification & Collection	7,185.15	43,223.77	92,200.00	48,976.23	46.88%
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	9,570.63	28,507.22	63,000.00	34,492.78	45.25%
5940 - E-Commerce Payment Transactions	3,983.89	25,385.09	45,680.00	20,294.91	55.57%
5990 - Group Purchases - Content	0.00	455,289.38	451,271.00	(4,018.38)	100.89%
6010 - Bank Fees	175.98	1,608.10	3,700.00	2,091.90	43.46%
6020 - Merchant Account Fees	0.00	831.40	50.00	(781.40)	1662.80%
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>219,658.18</u>	<u>2,345,708.77</u>	<u>4,236,587.00</u>	<u>1,890,878.23</u>	<u>55.37%</u>
 Excess Revenues less Expenses	 <u>\$ 701,493.42</u>	 <u>\$ 919,467.55</u>	 <u>\$ 0.00</u>	 <u>\$ (919,467.55)</u>	

SWAN Library Services

Check Register

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				10208	01/08/24	<u>(66.90)</u>
5940	E-Commerce Payment Transactions	To VOID check 10208	-66.90			
Acorn Public Library				10259	01/08/24	<u>66.90</u>
5940	E-Commerce Payment Transactions	Acorn Public Library paypal pymt - December	66.90			
Acorn Public Library				10260	01/12/24	<u>43.54</u>
5940	E-Commerce Payment Transactions	Acorn Public Library	43.54			
Addison Public Library				10261	01/12/24	<u>10.98</u>
5940	E-Commerce Payment Transactions	Addison Public Library	10.98			
Batavia Public Library				10262	01/12/24	<u>371.49</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	371.49			
Berwyn Public Library				10263	01/12/24	<u>61.41</u>
5940	E-Commerce Payment Transactions	Berwyn Public Library	61.41			
Bloomingtondale Public Library				10264	01/12/24	<u>34.91</u>
5940	E-Commerce Payment Transactions	Bloomingtondale Public Library	34.91			
Blue Island Public Library				10265	01/12/24	<u>28.91</u>
5940	E-Commerce Payment Transactions	Blue Island Public Library	28.91			
Calumet City Public Library				10266	01/12/24	<u>39.80</u>
5940	E-Commerce Payment Transactions	Calumet City Public Library	39.80			
Carol Stream Public Library				10267	01/12/24	<u>115.28</u>
5940	E-Commerce Payment Transactions	Carol Stream Public Library	115.28			
Chicago Heights Public Library				10268	01/12/24	<u>47.56</u>
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	47.56			
Chicago Ridge Public Library				10269	01/12/24	<u>7.23</u>
5940	E-Commerce Payment Transactions	Chicago Ridge Public Library	7.23			

SWAN Library Services

Check Register

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Cicero Public Library				10270	01/12/24	<u>26.53</u>
5940	E-Commerce Payment Transactions	Cicero Public Library	26.53			
Forest Park Public Library				10271	01/12/24	<u>152.85</u>
5940	E-Commerce Payment Transactions	Forest Park Public Library	152.85			
Franklin Park Public Library District				10272	01/12/24	<u>62.43</u>
5940	E-Commerce Payment Transactions	Franklin Park Public Library District	62.43			
Geneva Public Library District				10273	01/12/24	<u>195.12</u>
5940	E-Commerce Payment Transactions	Geneva Public Library District	195.12			
Glen Ellyn Public Library				10274	01/12/24	<u>82.28</u>
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	82.28			
Glenside Public Library				10275	01/12/24	<u>62.72</u>
5940	E-Commerce Payment Transactions	Glenside Public Library	62.72			
Grande Prairie Public Library				10276	01/12/24	<u>21.46</u>
5940	E-Commerce Payment Transactions	Grande Prairie Public Library	21.46			
Green Hills Public Library District				10277	01/12/24	<u>8.37</u>
5940	E-Commerce Payment Transactions	Green Hills Public Library District	8.37			
Hinsdale Public Library				10278	01/12/24	<u>54.74</u>
5940	E-Commerce Payment Transactions	Hinsdale Public Library	54.74			
Hodgkins Public Library District				10279	01/12/24	<u>7.04</u>
5940	E-Commerce Payment Transactions	Hodgkins Public Library District	7.04			
Itasca Community Library				10280	01/12/24	<u>5.60</u>
5940	E-Commerce Payment Transactions	Itasca Community Library	5.60			
La Grange Park Public Library District				10281	01/12/24	<u>33.46</u>
5940	E-Commerce Payment Transactions	La Grange Park Public Library District	33.46			
SWAN Board Meeting		Exhibit page 8 of 190			February 16, 2024	

SWAN Library Services**Check Register**

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Lansing Public Library				10282	01/12/24	<u>21.67</u>
5940	E-Commerce Payment Transactions	Lansing Public Library	21.67			
Linda Sokol Francis Brookfield Library				10283	01/12/24	<u>33.29</u>
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	33.29			
Lyons Public Library				10284	01/12/24	<u>277.44</u>
5940	E-Commerce Payment Transactions	Lyons Public Library	277.44			
Markham Public Library				10285	01/12/24	<u>16.06</u>
5940	E-Commerce Payment Transactions	Markham Public Library	16.06			
Messenger Public Library of North Aurora				10286	01/12/24	<u>86.68</u>
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	86.68			
Midlothian Public Library				10287	01/12/24	<u>56.77</u>
5940	E-Commerce Payment Transactions	Midlothian Public Library	56.77			
Oak Brook Public Library				10288	01/12/24	<u>401.96</u>
5940	E-Commerce Payment Transactions	Oak Brook Public Library	401.96			
Oak Lawn Public Library				10289	01/12/24	<u>157.94</u>
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	157.94			
Oak Park Public Library				10290	01/12/24	<u>668.16</u>
5940	E-Commerce Payment Transactions	Oak Park Public Library	668.16			
Park Forest Public Library				10291	01/12/24	<u>137.26</u>
5940	E-Commerce Payment Transactions	Park Forest Public Library	137.26			
River Forest Public Library				10292	01/12/24	<u>68.80</u>
5940	E-Commerce Payment Transactions	River Forest Public Library	68.80			
Roselle Public Library				10293	01/12/24	<u>15.01</u>
5940	E-Commerce Payment Transactions	Roselle Public Library	15.01			

SWAN Library Services**Check Register**

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
St. Charles Public Library District				10294	01/12/24	<u>330.26</u>
5940	E-Commerce Payment Transactions	St. Charles Public Library District	330.26			
Steger-South Chicago Heights				10295	01/12/24	<u>25.57</u>
5940	E-Commerce Payment Transactions	Steger-South Chicago Heights	25.57			
Sugar Grove Public Library District				10296	01/12/24	<u>58.49</u>
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	58.49			
Town & Country Public Library District				10297	01/12/24	<u>16.68</u>
5940	E-Commerce Payment Transactions	Town & Country Public Library District	16.68			
University Park Public Library District				10298	01/12/24	<u>8.20</u>
5940	E-Commerce Payment Transactions	University Park Public Library District	8.20			
Villa Park Public Library				10299	01/12/24	<u>72.28</u>
5940	E-Commerce Payment Transactions	Villa Park Public Library	72.28			
Westmont Public Library				10300	01/12/24	<u>30.22</u>
5940	E-Commerce Payment Transactions	Westmont Public Library	30.22			
Woodridge Public Library				10301	01/12/24	<u>94.34</u>
5940	E-Commerce Payment Transactions	Woodridge Public Library	94.34			
Batavia Public Library				10302	01/16/24	<u>43.59</u>
5920	Reimburse for Resource Sharing	Batavia Public Library	43.59			
Bedford Park Public Library District				10303	01/16/24	<u>137.00</u>
5920	Reimburse for Resource Sharing	Bedford Park Public Library District	137.00			
Bensenville Community Public Library District				10304	01/16/24	<u>49.13</u>
5920	Reimburse for Resource Sharing	Bensenville Community Public Library District	49.13			
Bensenville EL School District # 2				10305	01/16/24	<u>20.00</u>
SWAN Board Meeting		Exhibit page 10 of 190			February 16, 2024	

SWAN Library Services**Check Register**

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Bensenville EL School District # 2	20.00			
Bloomington Public Library				10306	01/16/24	<u>278.17</u>
5920	Reimburse for Resource Sharing	Bloomington Public Library	278.17			
Blue Island Public Library				10307	01/16/24	<u>111.01</u>
5920	Reimburse for Resource Sharing	Blue Island Public Library	111.01			
Bridgeview Public Library				10308	01/16/24	<u>196.67</u>
5920	Reimburse for Resource Sharing	Bridgeview Public Library \$192.86 + carryover \$3.81 = \$196.67	196.67			
Broadview Public Library District				10309	01/16/24	<u>92.00</u>
5920	Reimburse for Resource Sharing	Broadview Public Library District	92.00			
Calumet City Public Library				10310	01/16/24	<u>25.01</u>
5920	Reimburse for Resource Sharing	Calumet City Public Library	25.01			
Chicago Ridge Public Library				10311	01/16/24	<u>1,093.00</u>
5920	Reimburse for Resource Sharing	Chicago Ridge Public Library	1,093.00			
Cicero Public Library				10312	01/16/24	<u>38.74</u>
5920	Reimburse for Resource Sharing	Cicero Public Library	38.74			
Dolton Public Library District				10313	01/16/24	<u>105.01</u>
5920	Reimburse for Resource Sharing	Dolton Public Library District	105.01			
Downers Grove Public Library				10314	01/16/24	<u>178.29</u>
5920	Reimburse for Resource Sharing	Downers Grove Public Library	178.29			
Eisenhower Public Library District				10315	01/16/24	<u>176.05</u>
5920	Reimburse for Resource Sharing	Eisenhower Public Library District	176.05			
Elmwood Park Public Library				10316	01/16/24	<u>111.45</u>
5920	Reimburse for Resource Sharing	Elmwood Park Public Library	111.45			
Evergreen Park Public Library				10317	01/16/24	<u>19.40</u>
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SWAN Library Services**Check Register**

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Evergreen Park Public Library	19.40			
Flossmoor Public Library				10318	01/16/24	<u>422.01</u>
5920	Reimburse for Resource Sharing	Flossmoor Public Library	422.01			
Forest Park Public Library				10319	01/16/24	<u>348.34</u>
5920	Reimburse for Resource Sharing	Forest Park Public Library	348.34			
Franklin Park Public Library District				10320	01/16/24	<u>193.28</u>
5920	Reimburse for Resource Sharing	Franklin Park Public Library District	193.28			
Glen Ellyn Public Library				10321	01/16/24	<u>350.62</u>
5920	Reimburse for Resource Sharing	Glen Ellyn Public Library	350.62			
Glenwood-Lynwood Public Library				10322	01/16/24	<u>56.83</u>
5920	Reimburse for Resource Sharing	Glenwood-Lynwood Public Library	56.83			
Green Hills Public Library District				10323	01/16/24	<u>302.22</u>
5920	Reimburse for Resource Sharing	Green Hills Public Library District	302.22			
Hillside Public Library				10324	01/16/24	<u>42.05</u>
5920	Reimburse for Resource Sharing	Hillside Public Library	42.05			
Hodgkins Public Library District				10325	01/16/24	<u>51.95</u>
5920	Reimburse for Resource Sharing	Hodgkins Public Library District	51.95			
La Grange Park Public Library District				10326	01/16/24	<u>253.62</u>
5920	Reimburse for Resource Sharing	La Grange Park Public Library District	253.62			
La Grange Public Library				10327	01/16/24	<u>474.29</u>
5920	Reimburse for Resource Sharing	La Grange Public Library	474.29			
Lansing Public Library				10328	01/16/24	<u>620.74</u>
5920	Reimburse for Resource Sharing	Lansing Public Library	620.74			
Maywood Public Library District				10329	01/16/24	<u>66.90</u>
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SWAN Library Services

Check Register

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Maywood Public Library District	66.90			
McCook Public Library District				10330	01/16/24	<u>12.98</u>
5920	Reimburse for Resource Sharing	McCook Public Library District	12.98			
Messenger Public Library of North Aurora				10331	01/16/24	<u>100.21</u>
5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora	100.21			
Nancy L. McConathy Public Library District				10332	01/16/24	<u>57.00</u>
5920	Reimburse for Resource Sharing	Nancy L. McConathy Public Library District	57.00			
National University of Health Sciences				10333	01/16/24	<u>108.94</u>
5920	Reimburse for Resource Sharing	National University of Health Sciences	108.94			
Oak Lawn Public Library				10334	01/16/24	<u>389.13</u>
5920	Reimburse for Resource Sharing	Oak Lawn Public Library	389.13			
Richton Park Public Library District				10335	01/16/24	<u>107.16</u>
5920	Reimburse for Resource Sharing	Richton Park Public Library District	107.16			
St. Charles Public Library District				10336	01/16/24	<u>1,031.69</u>
5920	Reimburse for Resource Sharing	St. Charles Public Library District	1,031.69			
Stickney-Forest View Public Library District				10337	01/16/24	<u>30.57</u>
5920	Reimburse for Resource Sharing	Stickney-Forest View Public Library District	30.57			
Sugar Grove Public Library District				10338	01/16/24	<u>249.63</u>
5920	Reimburse for Resource Sharing	Sugar Grove Public Library District	249.63			
The Theosophical Society in America				10339	01/16/24	<u>43.75</u>
5920	Reimburse for Resource Sharing	The Theosophical Society in America	43.75			
Thornton Public Library				10340	01/16/24	<u>10.00</u>
5920	Reimburse for Resource Sharing	Thornton Public Library	10.00			

SWAN Library Services**Check Register**

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Tinley Park Public Library				10341	01/16/24	<u>177.65</u>
5920	Reimburse for Resource Sharing	Tinley Park Public Library	177.65			
University Park Public Library District				10342	01/16/24	<u>106.99</u>
5920	Reimburse for Resource Sharing	University Park Public Library District	106.99			
Villa Park Public Library				10343	01/16/24	<u>335.76</u>
5920	Reimburse for Resource Sharing	Villa Park Public Library	335.76			
Westchester Public Library				10344	01/16/24	<u>220.71</u>
5920	Reimburse for Resource Sharing	Westchester Public Library	220.71			
Westmont Public Library				10345	01/16/24	<u>174.47</u>
5920	Reimburse for Resource Sharing	Westmont Public Library	174.47			
Wood Dale Public Library District				10346	01/16/24	<u>257.80</u>
5920	Reimburse for Resource Sharing	Wood Dale Public Library District	257.80			
Woodridge Public Library				10347	01/16/24	<u>210.89</u>
5920	Reimburse for Resource Sharing	Woodridge Public Library	210.89			
Chicago Public Library				10348	01/17/24	<u>87.93</u>
5920	Reimburse for Resource Sharing	Chicago Public Library	87.93			
Comcast				10349	01/17/24	<u>764.95</u>
5480	Telecommunications	Comcast - Jan 01, 2024 to Jan 31, 2024	764.95			
Employee Benefits Corporation				10350	01/17/24	<u>275.00</u>
5830	Consulting	Employee Benefits Corporation - yrly renewal fee	275.00			
ICS Learning Group				10351	01/17/24	<u>442.75</u>
5330	Library Professional Development	ICS Learning Group - Inquiiq LMS	442.75			
Lauterbach & Amen, LLP				10352	01/17/24	<u>1,055.00</u>
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SWAN Library Services

Check Register

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5820	Accounting	Lauterbach & Amen, LLP - September 2023	1,055.00			
Lauterbach & Amen, LLP				10353	01/17/24	<u>1,055.00</u>
5820	Accounting	Lauterbach & Amen, LLP December	1,055.00			
LIMRICC				10354	01/17/24	<u>18,751.13</u>
5025	Health, Dental, Life And Disability Insurance	LIMRICC - January	18,751.13			
MissionSquare Retirement				10355	01/17/24	<u>250.00</u>
5024	Retirement Benefits	MissionSquare Retirement - Qtrly fee	250.00			
Nicor Gas				10356	01/17/24	<u>192.05</u>
5120	Utilities	Nicor Gas - 12/13/23 - 01/12/24	192.05			
Unique Management Services, Inc.				10357	01/17/24	<u>18,757.09</u>
5860	Notification & Collection	Unique Management Services, Inc. - Notices - December	429.65			
5860	Notification & Collection	Unique Management Services, Inc. - Curbside communicator	40.00			
5860	Notification & Collection	Unique Management Services, Inc. - MessageBee	6,715.50			
5450	Data Management Services	Unique Management Services, Inc. - NCOA update for USPS database	11,571.94			
Wellness Insurance Network-WIN				10358	01/17/24	<u>167.68</u>
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - January	167.68			
Reliance Standard Life Insurance Co.				10359	01/18/24	<u>952.69</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. Feb.	952.69			
Quail Ridge Drive Investors, LLC				10360	01/02/24	<u>9,980.53</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - Janauary	9,980.53			
First Bankcard				50572	01/17/24	<u>9,854.83</u>
5260	Online Learning	First Bankcard - ALA webinar Wood & Skog	142.20			
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SWAN Library Services

Check Register

All Bank Accounts

January 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5230	Staff Professional Development	First Bankcard - Trailiant Training SWAN Employees	462.00			
5480	Telecommunications	First Bankcard - Grasshopper	49.27			
5140	Repairs & Maintenance	First Bankcard - Imperial Surveillance	185.85			
5480	Telecommunications	First Bankcard - Microsoft calling plan	288.00			
5610	Equipment Rental/Maintenance	First Bankcard - Genesis Technologies	95.10			
5470	Subscription Support Services	First Bankcard - Sendgrid	289.00			
5210	Conference Travel	First Bankcard - Wood hotel charges for Aspen Con	715.46			
5420	Application Software Licensing	First Bankcard - Zoom	2,244.51			
5430	Server Software Licensing	First Bankcard - Microsoft Azure	5,292.21			
5420	Application Software Licensing	First Bankcard - Mailchimp monthly	54.00			
5430	Server Software Licensing	First Bankcard - DNS Made Easy	37.23			
T.A. Systems Inc.				50573	01/31/24	<u>325.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. December 2023	325.00			
ComEd				50574	01/31/24	<u>329.56</u>
5120	Utilities	ComEd - 12/15/2023 to 1/19/2024	329.56			
Quail Ridge Drive Investors, LLC				50575	01/31/24	<u>9,742.34</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - Feb.	9,742.34			
T.A. Systems Inc.				51072	01/02/24	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. - november 2023	260.00			
Check List Total						<u><u>86,777.02</u></u>

SWAN BOARD MEETING MINUTES

January 19, 2024, 9:30 a.m.

Homewood Public Library

17917 Dixie Hwy

Homewood, IL 60430

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. Jesse Blazek
- b. Jennifer Cottrill
- c. Sam Johnson
- d. Dorothy Koll
- e. Colleen Waltman
- f. Anna Wassenaar

2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director
Ginny Blake, SWAN Business Manager
Scott Brandwein, SWAN Assistant Director

There was no public comment.

3. Action Item

Acceptance of the January 19, 2024, SWAN Board Meeting Agenda

Johnson moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JANUARY 19, 2024, SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by unanimous voice vote.

4. Action Item

Acceptance of the SWAN Financials, December 2023

Wassenaar moved, seconded by Blazek that it be

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

Motion carried by roll call vote with the following results:

Ayes: Blazek, Cottrill, Johnson, Koll, Waltman, Wassenaar

5. Action Item

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

Blazek moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE DECEMBER 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 updated the board on the Aspen Lida. The FY23 audit has been completed. The FY25 budget draft was reviewed.

c. Operations Report

Brandwein gave an overview of Operations as reported in the board packet.

d. Treasurers Report

None

e. Board Calendar

Reviewed

7. Action Item

Approval of RAILS FY25 Grant Agreement

Koll moved, seconded by Blazek that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE RAILS FY25 Grant Agreement

Motion carried by roll call vote with the following results:

Ayes: Blazek, Cottrill, Johnson, Koll, Waltman, Wassenaar

8. Action Item

Acceptance of the FY23 financial audit

Waltman moved, seconded by Johnson that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FY23 financial audit

Motion carried by roll call vote with the following results:

Ayes: Blazek, Cottrill, Johnson, Koll, Waltman, Wassenaar

Cottrill adjourned the meeting at 10:17 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Jesse Blazek
Board Secretary

SWAN Executive Director Report

February 16, 2024

Update on Activities

RAILS Consortia Committee January meeting rescheduled

The meeting for Monday, January 22nd was cancelled and rescheduled for February 26th at 10 a.m.

OCLC regional meetings

Suzanne Butte, OCLC Director Strategic Accounts, reached out to me to assist in the promotion of three regional events in April. The purpose of the event is to learn:

- How OCLC supports the goals of our Illinois library groups
- What your library can do to amplify your existing OCLC Cataloging, Resource Sharing, and FirstSearch services
- About available resources from OCLC and the member community

There are three options available. I will be attending the April 23rd event at Moraine Valley Community College and will promote these per OCLC's request.

Tuesday, April 23
Moraine Valley Community College
8:30 am – 2:00 pm

Wednesday, April 24
Champaign Public Library
9:30 am – 3:00 pm

Thursday, April 25
Harper College
8:30 am – 2:00 pm

[RSVP today – Boxed lunch will be provided](#)

Board Considerations

Platform survey

The survey received 75 responses by the time it closed on Friday, February 9th. The Board packet this month has the full results, plus an analysis of the platform ratings. The Management Team will meet to

review the written comments and categorize them. I will share the results of this activity with our recommendations to the SWAN Board for its March 22nd meeting.

FY25 final budget

This is a final draft of the budget which includes updates to the expenses outlined in the budget memo. This will be the version of the budget, reserves, membership fees, and EBSCO fees that will be presented to the full membership at the Thursday, March 7, 2024 Quarterly meeting.

Monthly Financial Report

January Balance Sheet

The Fund Balance Unrestricted line for January is at \$2,707,185.61 which increased from the month prior by \$13,235.70 due to the completed FY23 financial audit. The table below shows the current FY24 budget expense and budgeted spending from reserves.

Fund Balance Unrestricted	\$2,707,185.61
Expenses to be paid from reserve	(\$73,800.00)
	\$2,633,385.61
SWAN annual expense budget	\$4,236,587.00
	62%
Number of months operating expense in reserve	7.5

Revenue & Expense Report

This month would be 58% of the budgeted revenue and expenses. SWAN's financials are presented on a cash basis for this current fiscal year 2024. The total revenue is reflected in the library membership fees invoiced for three quarters, plus invoices sent for the full year of the EBSCO group-purchase, which has our revenue at 77%.

	FY24 Budget	Ending January 2024	Percentage of budget YTD 58%
Total Revenue	\$4,236,587.00	\$3,265,176.32	77%
Total Expenses	\$4,236,587.00	\$2,345,708.77	55%
Over / (Under)	\$0.00	\$919,467.55	

Accounts Receivable

4010 - SWAN Full Membership Fees: 3rd quarter invoices were sent out in January 2024, reflecting 74.98% revenue. The 4th quarter invoices will be sent out in April.

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

4190 – Member Group Purchase Receipts: 105.08%

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: 75.10%

3rd quarter payment was made to SWAN totaling \$124,759.50 in October. The 4th quarter payment will be received in April.

4510 – Interest Income: 226.99%

SWAN's Money Market continues to perform better than expected for the year. Currently, the rate for January is 5.54% where the rate two years ago was 0.02%.

Accounts Payable

5000 – Salaries & Wages: 53.40%

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

5021 – FICA Expense: 51.4%

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

5024 – Retirement Benefits: 59.32%

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

5110 – Rent/Lease: 67.93%

This budget line for the year-to-date expenses reflects an additional month of rent paid.

5130—Property Insurance: 98.77%

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

5420 – Application Software Licensing: 83.30%

Expenses include Asana project management subscription, Mailchimp monthly, Adobe Creative Cloud, and desktop security with Panda.

5430 – Server Software Licensing: 64.15%

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

5440 – Library Services Platform: 40.21%

This line reflects changes from the FY23 audit, which impacts the current FY24 expenses for contracts SWAN has with SirsiDynix and EBSCO (for OpenAthens and Discovery Service). 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: 80.71%

The annual NCOA project was completed and expenses with Unique Management are now reflected. The expenses for RDA ToolKit and WebDewey are paid in full for the year.

5460 – Information Subscription Service: 26.58%

This line reflects changes from the FY23 audit, which impacts the current FY24 expenses for contracts SWAN has with EBSCO for Novelist Select integrated within the Aspen Discovery catalog. This budget line reflects the ProQuest subscription to Syndetic Solutions for all cover art display in Aspen and MessageBee email notifications.

5490 – Group Purchases Services: 1,666.25%

This line is overbudget due to the new Library Pass Comics Plus online subscription, and the data extraction for Prairie State College which decided to exit SWAN. Libraries were invoiced by SWAN and recorded payments in the #4190 Member Group Purchase Receipts as revenue. Additional one-time purchases for Pseudo Library licenses from SirsiDynix will occur throughout the year.

5860 Notification & Collection: 46.88%

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: January 2024

Summary

Membership engagement activities and statistics are reported through the month-end of January 2024. 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 January 2024.

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
1/9/2024	Serials Office Hours	Bibliographic Services	Consultation
1/11/2024	Cataloging Advisory	Bibliographic Services	Membership Meeting
1/15/2024	Directors Coffee Hour	Administration	Consultation
1/16/2024	IPLAR Office Hours	Information Technology & System Support	Consultation
1/17/2024	Circulation Advisory	User Experience; Information Technology & System Support; Bibliographic Services	Membership Meeting
1/18/2024	ILL/Circ/Quarterly Billing Office Hours	Administration; Information Technology & System Support	Consultation
1/19/2024	SWAN Board Meeting	Administration	Governance
1/23/2024	Statistics Consultation (HAS)	Information Technology & System Support	Consultation
1/25/2024	Discovery & User Experience Advisory	User Experience	Membership Meeting
1/30/2024	SWAN Fireside Chat	All	Membership 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.

Cataloging Advisory (1/11/2024)

The January meeting of the Cataloging Advisory contained updates about the Cataloging Libraries In-Person Meeting and MARC Listener. Cynthia notified the members that she would be sending out a survey to the Cataloging Libraries members to set a date for the in-person meeting at the Oak Brook Public Library. Also, Cynthia thanked the Cataloging Libraries members that moved to MARC Listener and reminded those members that still needed to, to contact her to make the switch from SmartPort to MARC Listener at their earliest convenience. A discussion was held about OCLC adding subfield 1 to the 100 and 700 field and it was determined that it can be kept or removed at the discretion of the Cataloging Library. It did not impact the Aspen catalog and is just a display issue in Workflows. Finally, a quick reminder by Claudia to remove eBook ISBNs when bringing in records.

Circulation Advisory (1/17/2024)

In the January meeting, Circulation Advisory welcomed a new member, Tori Stratton from South Holland Public Library. The group reviewed the Circulation Advisory charge, Helen discussed how to share SWAN patrons that have been blocked from Chicago Public Library, Vickie discussed NCOA, and the group continued work on defining best practices to share through trainings and documentation.

Discovery and User Experience Advisory (1/25/2024)

Since the last DUX meeting, SWAN went live with the Aspen LiDA app, so the group conducted an activity to define development priorities for the app. In addition, Tara shared the results of the Syndetics Unbound vs. Novelist Select A/B test results in addition to recent Aspen developments.

Major Projects & Research

Aspen Discovery

Aspen release 24.01 went live on January 17th, and it included improvements to handling keyword searches that include a format, e.g. “large print” and enhancements for Aspen administrators.

We’re still awaiting the completion of development for self-registration. We are currently testing the USPS integration to check for valid addresses, and we are waiting for the ability to add an agreement screen to meet COPPA requirements. The agreement screen will not be ready for the February 2024 release, so we are likely looking at Q2 for the rollout of self-registration through Aspen.

Frankfort, Itasca, Messenger, Oak Park, and Roselle participated in an A/B test comparing enhanced content in the catalog. Their patrons would see either Syndetics Unbound recommendations or Novelist Select recommendations for similar titles, authors, etc. when viewing the catalog, and SWAN measured patron usage of each service. Patrons interacted with Syndetics Unbound content significantly more than Novelist Select. We have recommended to DUX to move all library catalogs to using Syndetics Unbound instead of Novelist Select, and we’ll continue to discuss in our user groups.

Aspen LiDA

The 24.01 release included several updates and bug fixes for LiDA. Notably, fines payment is now available through the app through a link that opens the Aspen Discovery fines payment page in an in-app browser. Prompts for notification opt-in and screen brightness were updated so they would not continue to prompt users after they had closed the prompt. Preferred pickup locations for holds automatically populate when placing a hold. Bugs with the forgot PIN link and geolocation were also fixed. Libraries can also add links to the “More” section of the app.

We are working with Bywater staff to resolve issues connecting with Symphony for Scan-and-Go, the self-checkout feature in the LiDA app. Once these issues are resolved, we’ll be able to kick off a pilot with member libraries.

Patron Purge >7 Years

The first patron purge at this inactive date parameter will be on February 15th.

This is the penultimate step in our multi-year transition from purging patrons at the 10-year mark. Next year, 2025, we will take the last step and set the purge parameters at greater than 5 years.

SmartPort Migration

Bibliographic Services moved Barlett Public Library, National University of Health Sciences, Oak Brook Public Library, and Villa Park Public Library from SmartPort to “MARC Listener” to ensure more accurate data is being imported into the database.

Ticketing System and CRM Search

The ticketing system search team has narrowed down our three finalists for a ticketing system to FreshService, Zendesk, and Zoho Desk.

The team completed a feature matrix for the three systems, which were evenly matched in terms of feature availability. At this point, we are digging further into usability for SWAN staff, additional questions about feature implementation, and the possibility of nonprofit discounts.

The team is also exploring the potential benefits and challenges of using another system to manage member-facing documentation and member forums, including the impacts on the ability to search and find information across multiple interfaces.

We hope to make a selection in March 2024.

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
1/4/2024	SWAN + Ping 2024 Planning	Administration; Information Technology & System Support	Partnerships
1/5/2024	BLUEcloud Acquisitions Development Chat	Administration; Bibliographic Services	Partnerships
1/9/2024	Salesforce Consultation	All	Partnerships
1/11/2024	Aspen Shop Talk w/ Gail Borden	Administration; User Experience	Partnerships
1/11/2024	Zendesk Consultation	All	Partnerships
1/16/2024	Aspen Community Meeting	All	Partnerships
1/16/2024	Aspen for Symphony Users	All	Partnerships
1/22/2024	RAILS Board Consortia Committee Meeting	Administration	Partnerships
1/22/2024	BLUEcloud Sprint Review	Administration; Bibliographic Services; User Experience	Partnerships
1/24/2024	SirsiDynix SureSailing	All	Partnerships
1/29/2024	Arctic Wolf Account Review	Administration; Information Technology & System Support	Partnerships
1/30/2024	SWAN Migration Discussion with CCS Staff	Administration; Bibliographic Services; User Experience; Information Technology & System Support	Partnerships
1/31/2024	MessageBee DMARC Chat	Administration; Information Technology & System Support	Partnerships

Resource Sharing

We are performing a review of our ILL Boot Camp training series with plans to re-record any outdated material and promote this and other ILL-related training and documentation. Though we do not have plans to present a full, live boot camp series this year, Helen Pinder will schedule a session later this year for ILL staff to become oriented with SWAN's offerings in this realm.

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Required changes for email delivery

On February 1, 2024, in an effort to reduce spam email and malicious email, both Google and Yahoo! began enforcing new requirements for bulk mail senders. We completed the required configuration changes to our Domain Name Service (DNS) provider, and confirmed this with our SendGrid and




MailChimp accounts. We're currently in a grace period until March 31, where only 25% of non-compliant email will be impacted by a 24-hour hold. This will allow time to verify all swanlibraries.net email is compliant. We will be keeping a close eye on any message failures in the coming weeks.

Outage tracking

As noted in the January report, we had unplanned downtime of approximately five minutes on the morning of January 5th. There were no further outages.

We will be planning an upgrade to our Production Web Services in the coming weeks, but this will be performed overnight, and no extended downtime is anticipated.

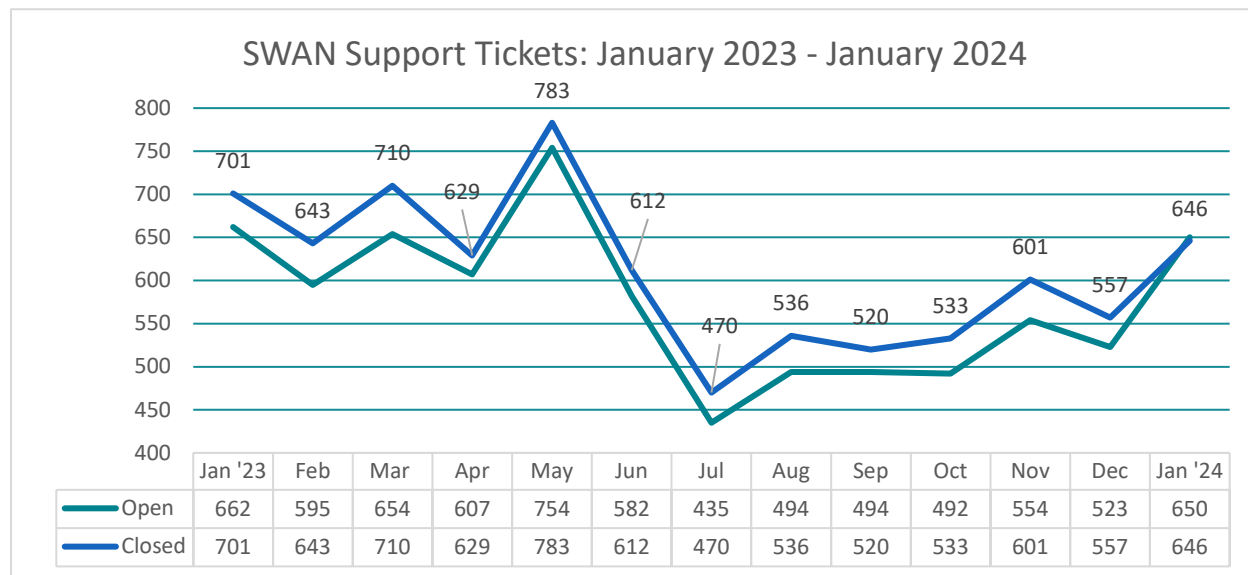
System Maintenance & Outage Calendar

	Aspen Test Release	Fri 1/5/2024	Sat 1/6/2024	
	Symphony Halt Required - System Files Mi...	Fri 1/5/2024	Fri 1/5/2024	A directory of system files was unexpectedly relocated – this caused errors in Symphony. Files we...  Outage, SirsiDynix

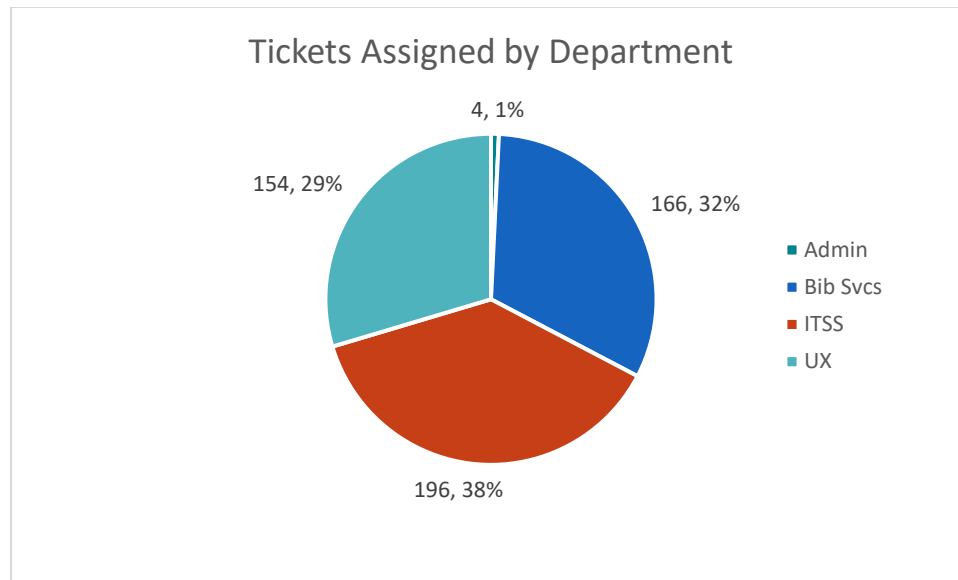
Support Tickets

SWAN support staff continue to maintain an excellent monthly Open/Closed ticket ratio. Overall ticket volume has been following typical trends for this time of year.

Data labels reflect tickets closed each month.



SWAN Support Tickets Opened/Closed in Past 12 Months



SWAN Support Tickets Assigned by Department

Support Site

Crystal has completed a comprehensive review of Circulation documentation, which includes reorganization of patron management documentation based on a card sort conducted with circulation managers and user groups.

We are also preparing a new ticket submission form that will suggest news, known issues, and documentation based on the subject line of the ticket. We expect to roll this out to members near the end of February.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)

In January we added 20 new users to the SWAN Online Learning management system.

On-site Training and Consultation

New online consultation booking service

We are planning a new consultation booking feature, which will soon be available on the SWAN support site at <https://support.swanlibraries.net/consultation>.

Members will be able to book a consultation using Zoom scheduler, which will directly schedule time on a SWAN staff member's calendar and send a meeting invite link to the library staff member.

This service is intended to replace the Office Hours that we discontinued in 2024 due to low attendance. We hope that private meetings specific to member staff's needs will provide an outlet for discussion instead of sending in a ticket. At launch, member staff will be able to schedule consultations in the following areas: Acquisitions, Cataloging, Circulation Configuration, Library Collection Projects, MessageBee, Aspen Discovery/LiDA, and Partnerships.

OpenAthens Database Link Audit

Olivia is conducting an audit of libraries' database links over the next year to ensure that libraries are using the best authentication methods. OpenAthens provides single sign-on for databases and electronic resources and protects patron privacy.

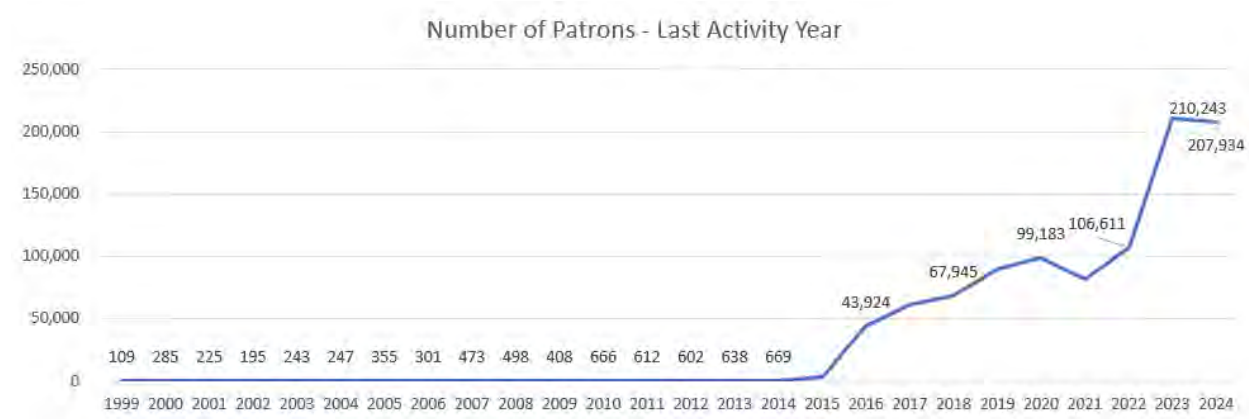
Links for the following libraries are available: Addison, Acorn, Alsip-Merionette, Batavia, Beecher, Bellwood, Bensenville, Berkeley, Berwyn, Bloomingdale, Bridgeview, LSF Brookfield, Calumet City, Carol Stream, Chicago Heights, Cicero, Clarendon Hills, Crestwood, Crete, Dolton, Downers Grove, Eisenhower, Elmwood Park, Evergreen Park, Flossmoor, Forest Park, Frankfort, Franklin Park, Geneva, Glen Ellyn, Glenside, Grande Prairie, Green Hills, Harvey, Hillside, Hinsdale, Hodgkins, and Homewood.

Maintenance

Automatic Monthly Patron Record Removal

In January, we purged 3,112 inactive patrons from the database.

So far in 2024, there have been 207,934 patrons active in SWAN. Coupled with 2023 active users (210,243) this represents 43% of the total patron database. Since January 1, 2020, 72% 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 recommends purging all patron records with last activity date prior to 2/1/2014 regardless of outstanding bills.

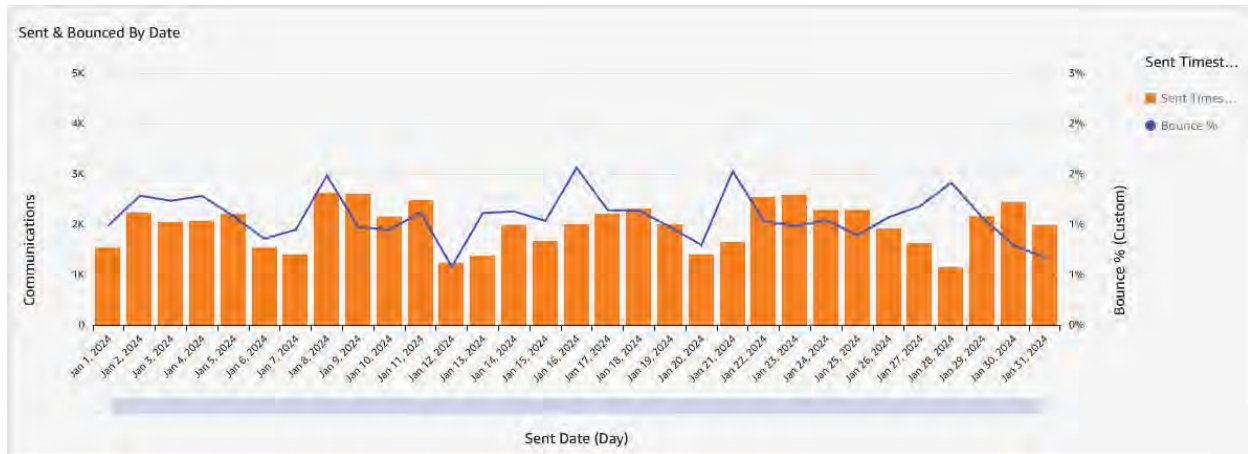


MessageBee Statistics

SMS notifications

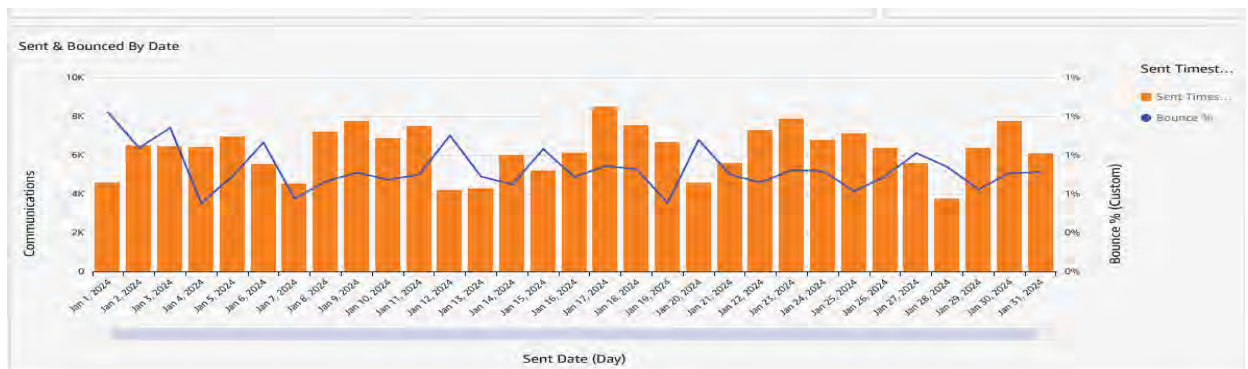
Month, Yr	SMS Sent	Success Count	Success Rate	Failed Count	Failure Rate
October, 2023	57,152	56,553	98.95%	599	1.05%
November, 2023	55,328	54,730	98.92%	598	1.08%
December, 2023	55,039	54,420	98.88%	619	1.12%

January, 2024	61,426	60,771	98.93%	655	1.07%
---------------	--------	--------	--------	-----	-------



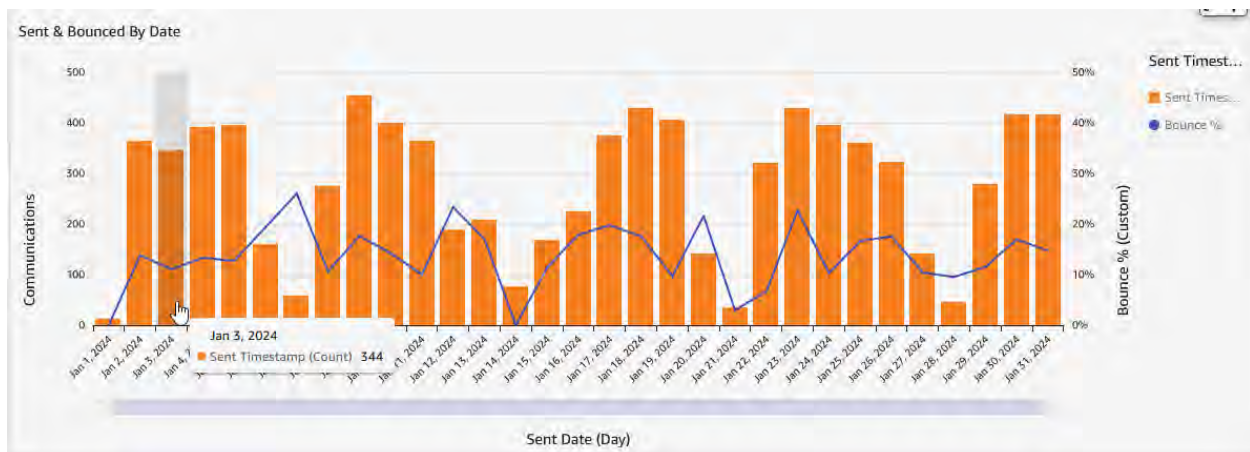
Email notifications

Month, Yr	Email Sent	Success Count	Success Rate	Failed Count	Failure Rate
October, 2023	176,563	175,334	99.30%	1,229	0.70%
November, 2023	174,812	173,556	99.28%	1,256	0.72%
December, 2023	172,527	171,315	99.30%	1,212	0.70%
January, 2024	188,299	187,100	99.36%	1,199	0.64%



Voice notifications

Month, Yr	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
October, 2023	7,347	7,009	95.40%	338	4.60%
November, 2023	7,239	6,911	95.47%	328	4.53%
December, 2023	6,804	6,494	95.44%	310	4.56%
January, 2024	8,016	7,629	95.17%	387	4.83%



Print Notices

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

Month/Yr	Bill Notices	Amount
October, 2023	490	\$ 421.89
November, 2023	577	\$ 496.83
December, 2023	499	\$ 429.63
January, 2024	581	\$ 501.95

SendGrid Statistics

Removing the invalid emails from SWANcom proved to be incredibly successful. The overall delivery rate for January 2024 was 99%, the best we've ever seen. Checking the bounces in early February yielded a list of about sixty library emails tied to various Symphony reports; these will be reviewed and updated.

				Addresses		Messages			
Month/Yr	Reques ts	Process ed	Delivered	Bounce d	Marked as SPAM	Invali d	Blocke d	Bounce Drops	Spam drops
October, 2023	69,957	65,512	93.65% (65,057)	279	5	19	510	4,288	138
November, 2023	93,981	81,824	87.06% (80,525)	578	6	26	1,822	11,987	144
December, 2023	79,685	71,685	89.96% (70,801)	363	8	21	1,132	7,853	126
January, 2024	91,086	86,305	99.01% (85,455)	334	8	28	1,112	4,626	127

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

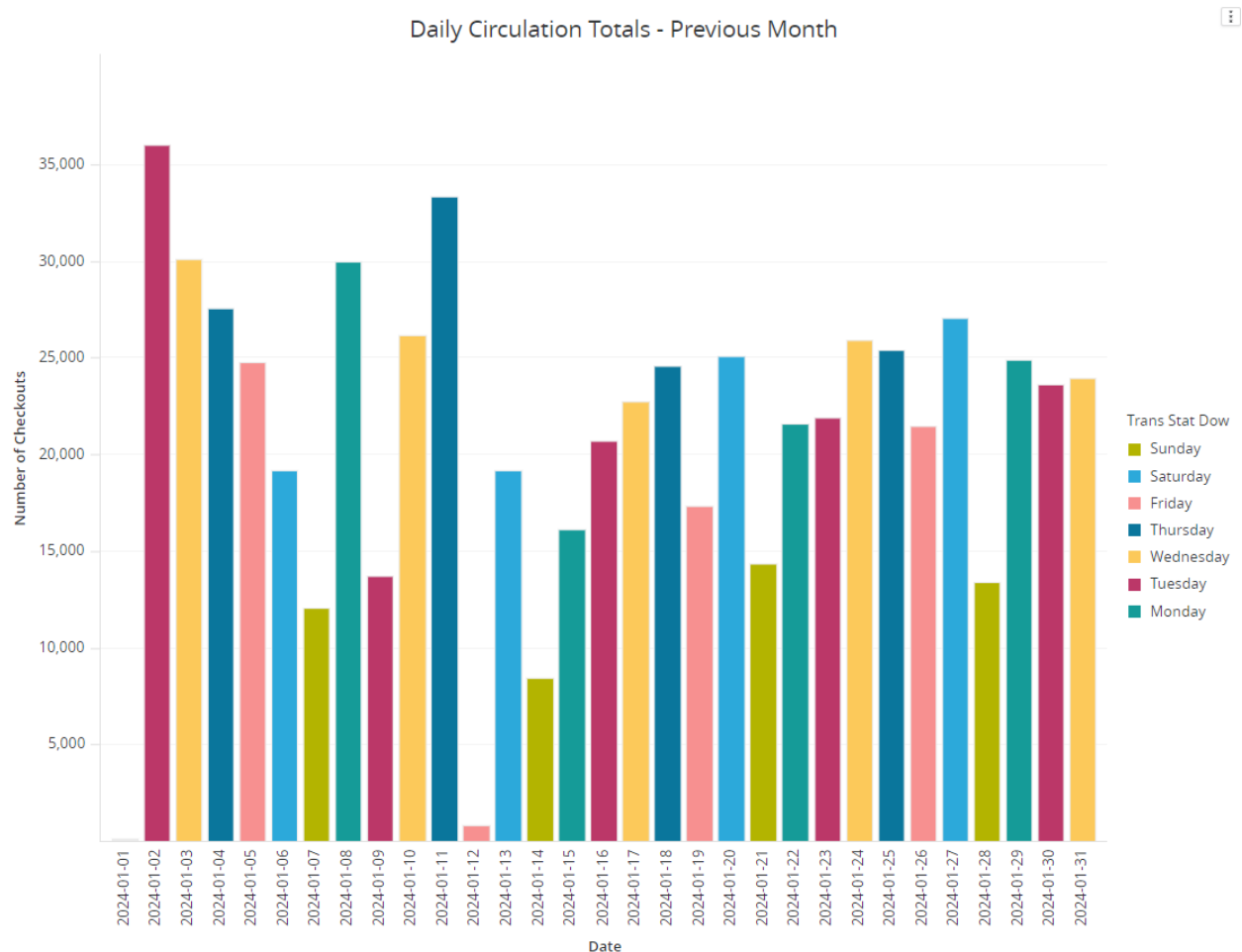
Counts do not include seventeen cataloging libraries. Original cataloging counts are new records created for SWAN and added to the OCLC WorldCat database. Copy cataloging counts are records downloaded from OCLC and added to SWAN's bibliographic database.

	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	111	40	1,315
Copy 2023	2,925	2,213	2,352	1,819	2,630	2,310	1,752	2,215	1,875	2,338	1,968	1,838	26,235
Orig 2024	134												
Copy 2024	2072												

Circulation

Monthly total comparison since 2019

In January, we had 651,332 systemwide circulations. The December 2023 circulation count is 78% of the circulation rate from December 2019.



The daily circulation activity graph highlights the high circulation we tend to see on the first few days of the year as well as the impact of the run of closures we had on January 12th due to inclement weather.

Holds

Holds Placement & Pick-up

The number of patrons placing holds was 42,266 in January, with 214,432 combined total holds placed.

Interlibrary Loan & Resource Sharing

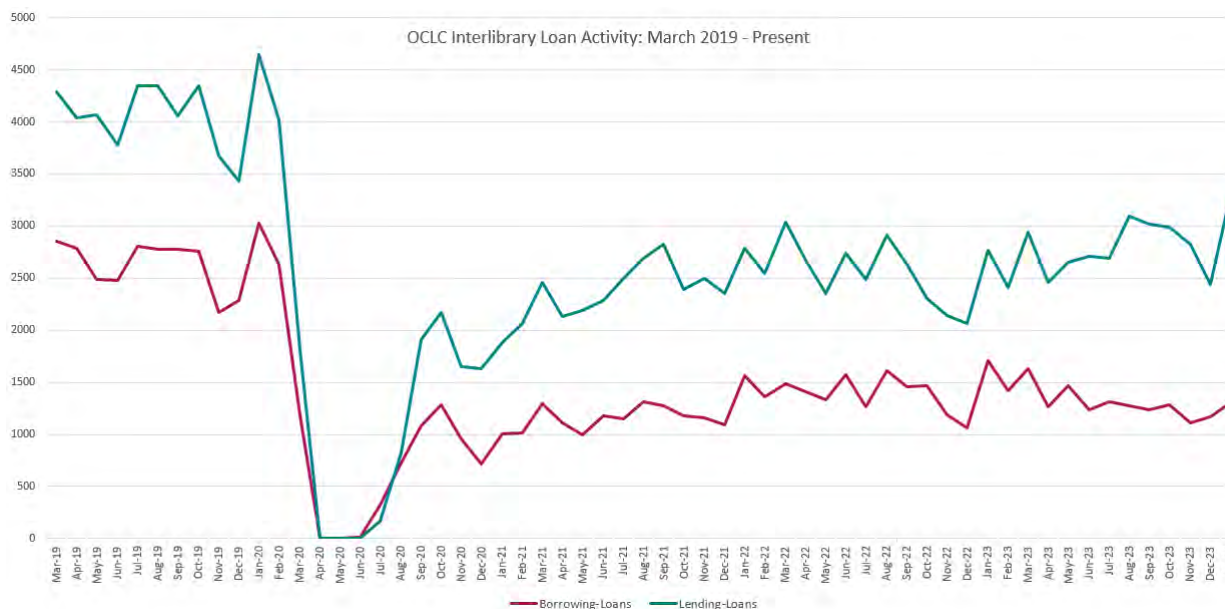
Interlibrary loan checkouts between SWAN members was 112,147 in January. Non-SWAN reciprocal borrowing included 19,476 checkouts.

OCLC Worldwide Resource Sharing

Our combined OCLC interlibrary loan statistics show that SWAN was again a net lender in January. This month, we lent 3,294 items and 19 copies and borrowed 1,304 items and 47 copies. SWAN loaned 2.5 items for each item borrowed, matching our highest ratio achieved since recording began, which

was first achieved in November. In January, we lent the highest number of copies since before the pandemic.

The following chart shows our lender ratio rising from March 2019 through last month.

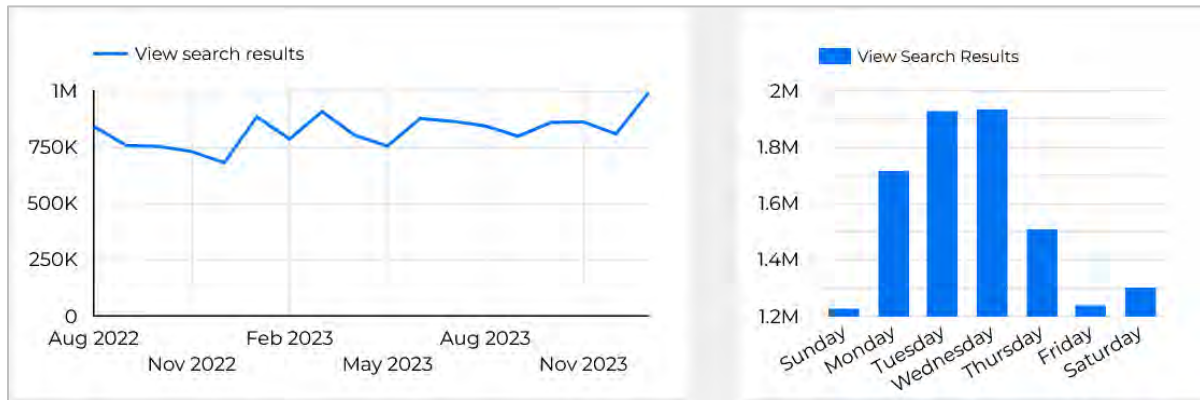


Online Public Catalog - Aspen

Top 25 Searches in Aspen (December 2023)

- | | | |
|-------------------------------|----------------------|-----------------------|
| 1. nintendo switch | 8. library of things | 17. tom lake |
| video games | 9. poor things | 18. the housemaid |
| 2. colleen hoover | 10. first lie wins | 19. freida mcfadden |
| 3. graphic novels | 11. dvd | 20. napoleon |
| 4. killers of the flower moon | 12. nintendo switch | 21. winter |
| 5. lessons in chemistry | 13. taylor swift | 22. anatomy of a fall |
| 6. oppenheimer | 14. james patterson | 23. percy jackson |
| 7. fourth wing | 15. barbie | 24. atomic habits |
| | 16. paw patrol | 25. snow |

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.

Thomas Ford Memorial Library

A: Browse Categories

New York Times Bestsellers | Staff Recommendations | DVD | Picks for Kids | Youth Award Nominees

Fiction Best Sellers | Nonfiction Best Sellers | Young Adult Bestsellers

B: More Like This

More Like This

C: Hold Placed Successfully

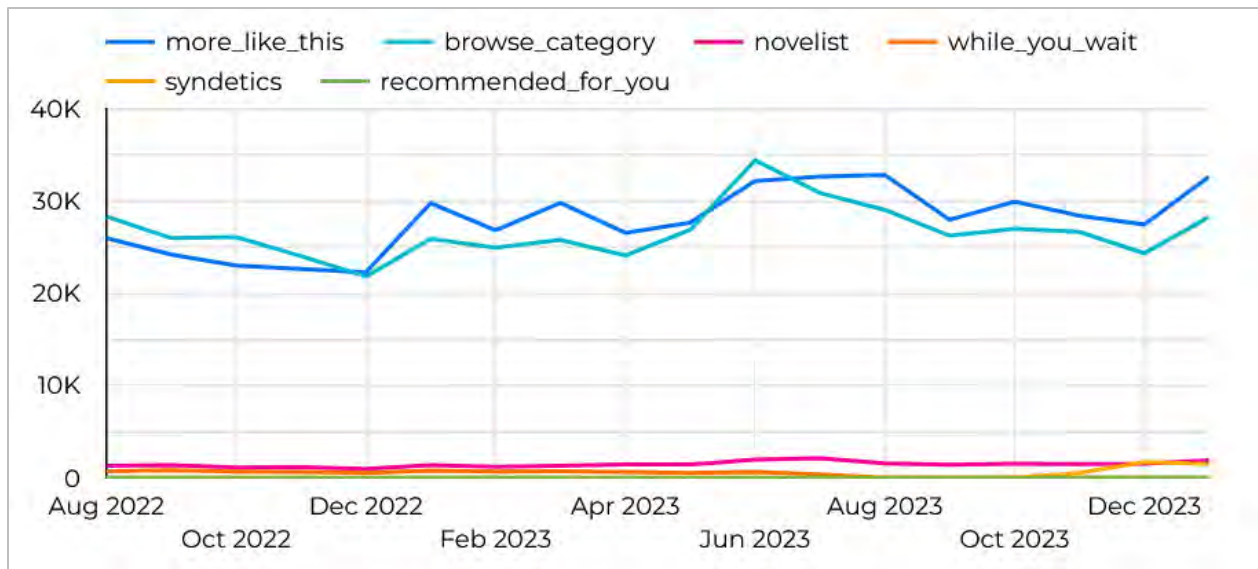
Success! You will be notified when your item is ready for pickup. When ready, your hold will be available at Eisenhower Public Library. You can change your default pickup location here.

While You Wait

Liane Moriarty: The Last Anniversary

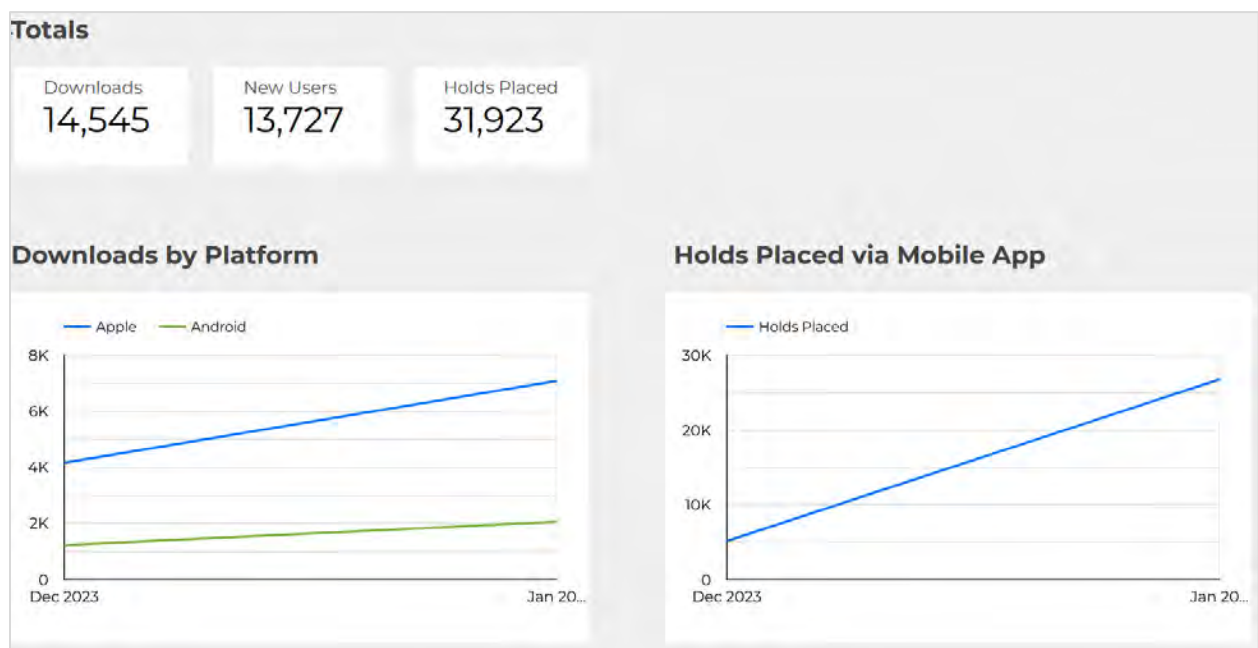
YOU DON'T KNOW ME: SARA FOSTER

THE MIDNIGHT LIBRARY: Matt Haig



SWAN Libraries + App – Aspen LiDA

January 2024 is the first full month of available statistics for the SWAN Libraries + app (the app was launched mid-month December 2023).



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

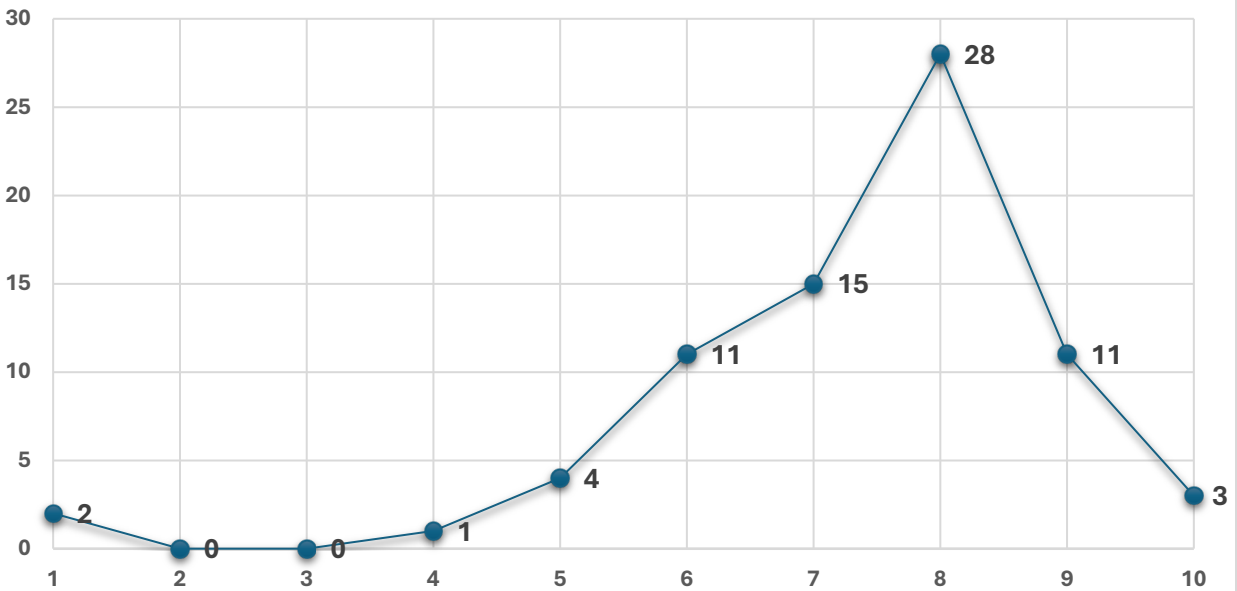
Schedule for approved by SWAN Board

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

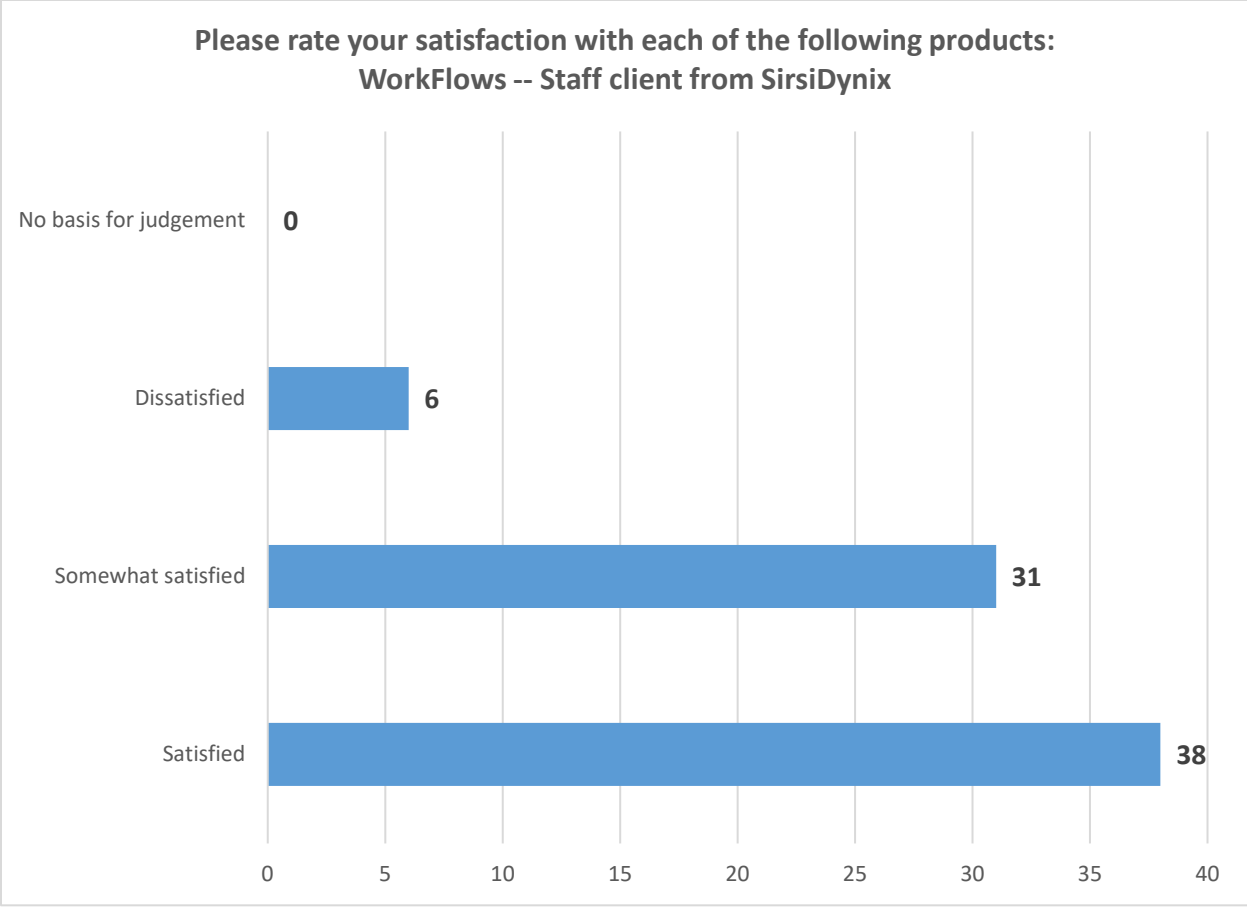
Membership Satisfaction with SWAN Platform

Aaron Skog, SWAN Executive Director
Compiled results & analysis
2/16/24

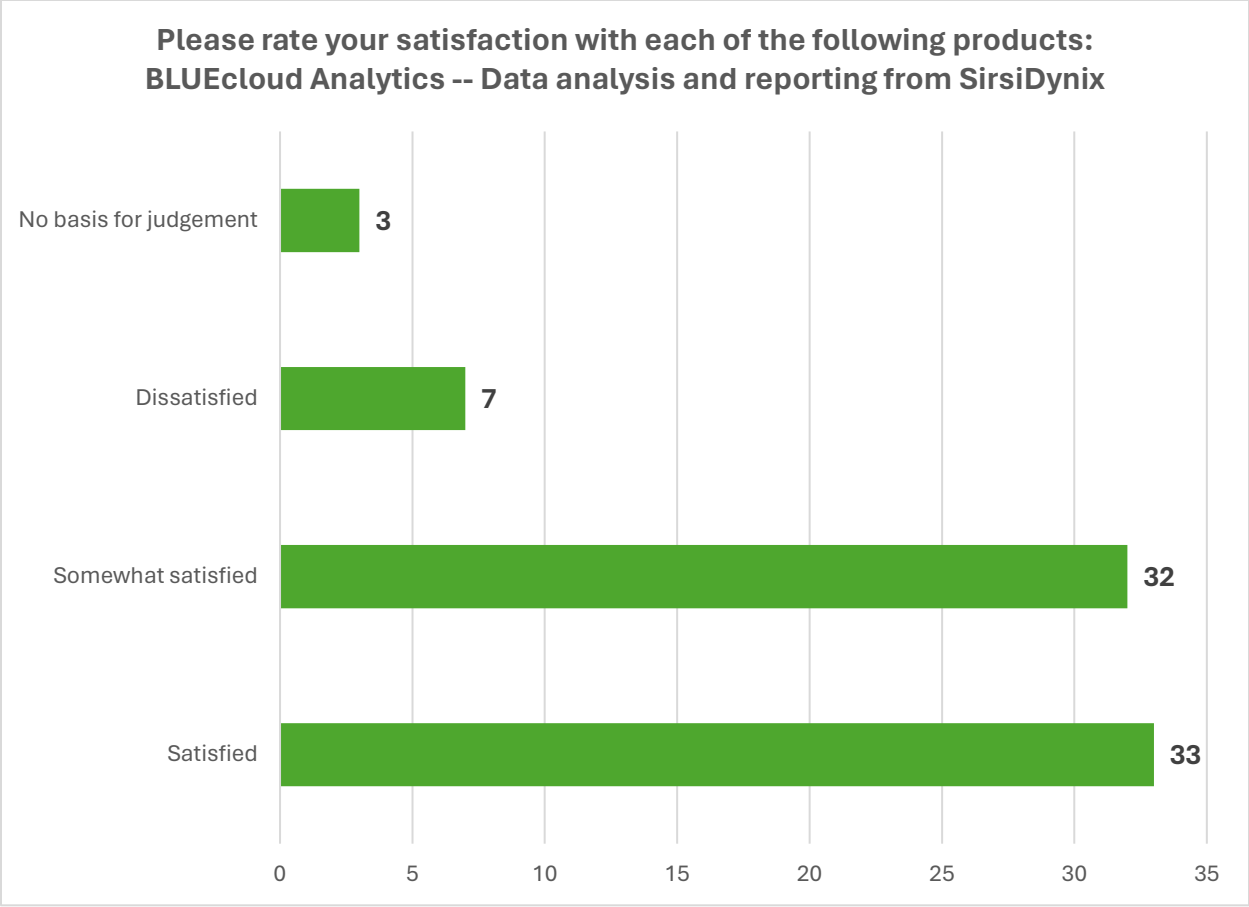
**Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library?
Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well**



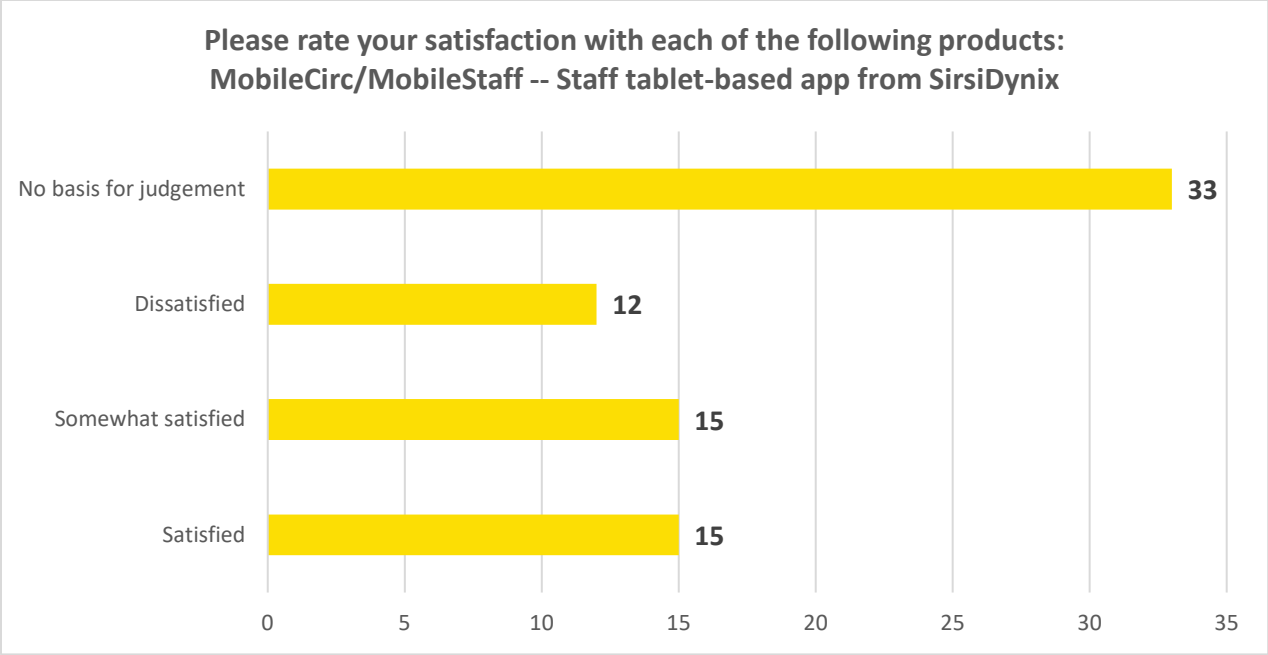
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	Membership Ranking Counts	% of total
1	2	3%
2	0	0%
3	0	0%
4	1	1%
5	4	5%
6	11	15%
7	15	20%
8	28	37%
9	11	15%
10	3	4%
	75	100%



Please rate your satisfaction with each of the following products: WorkFlows -- Staff client from SirsiDynix	Response Counts	% of total
Satisfied	38	51%
Somewhat satisfied	31	41%
Dissatisfied	6	8%
No basis for judgement	0	0%
	75	

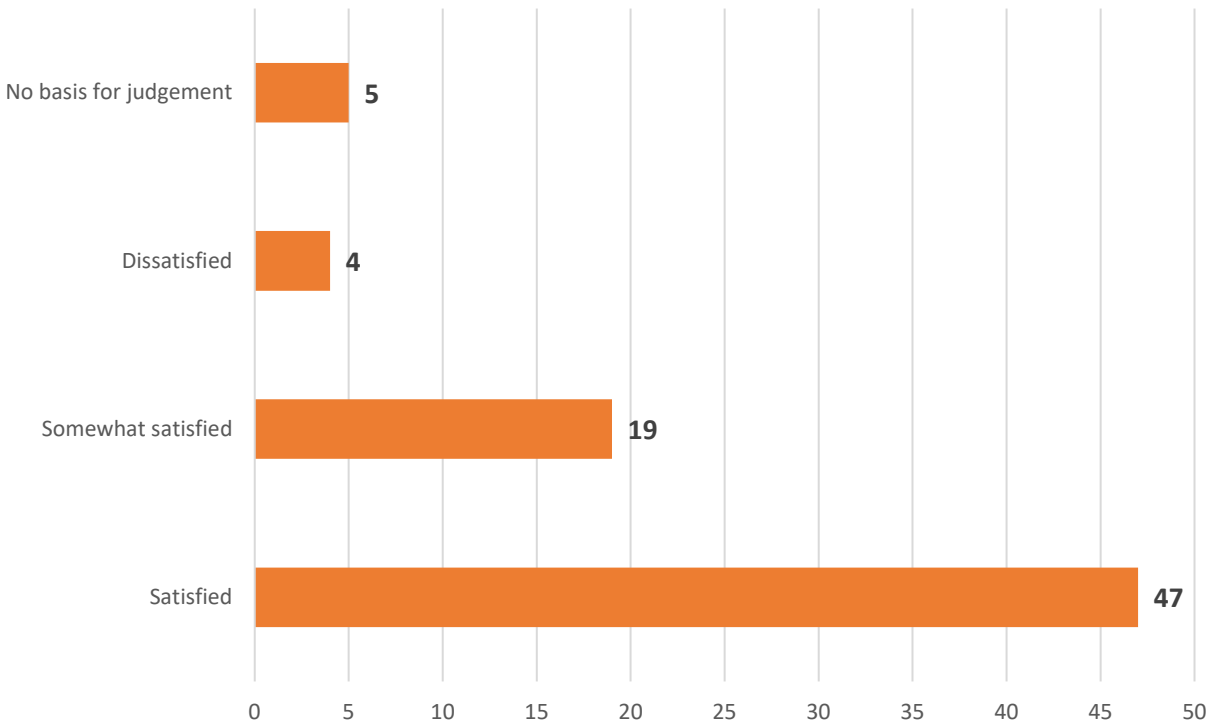


Please rate your satisfaction with each of the following products: BLUEcloud Analytics -- Data analysis and reporting from SirsiDynix	Response Counts	% of total
Satisfied	33	44%
Somewhat satisfied	32	43%
Dissatisfied	7	9%
No basis for judgement	3	4%
	75	

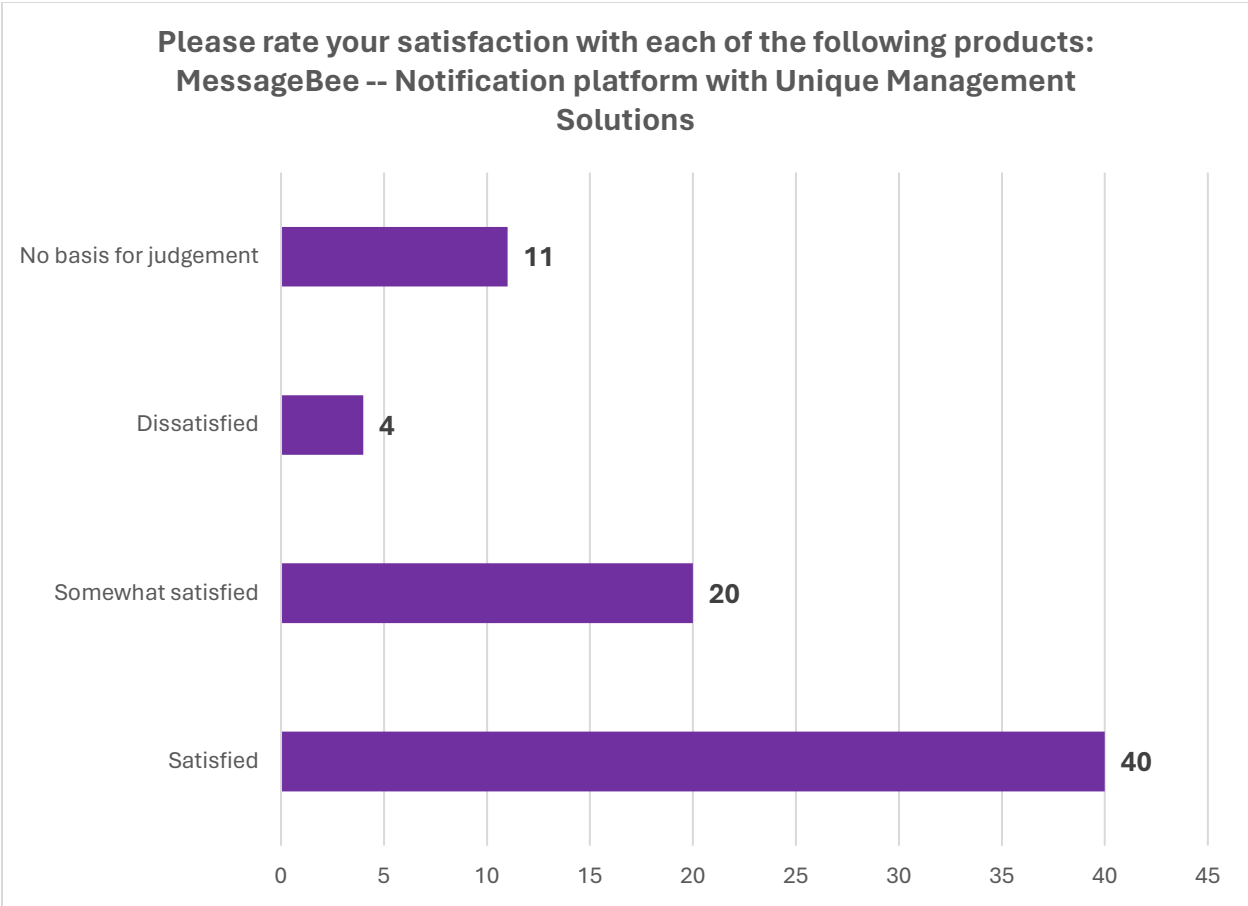


Please rate your satisfaction with each of the following products: MobileCirc/MobileStaff -- Staff tablet-based app from SirsiDynix	Response Counts	% of total
Satisfied	15	20%
Somewhat satisfied	15	20%
Dissatisfied	12	16%
No basis for judgement	33	44%
	75	

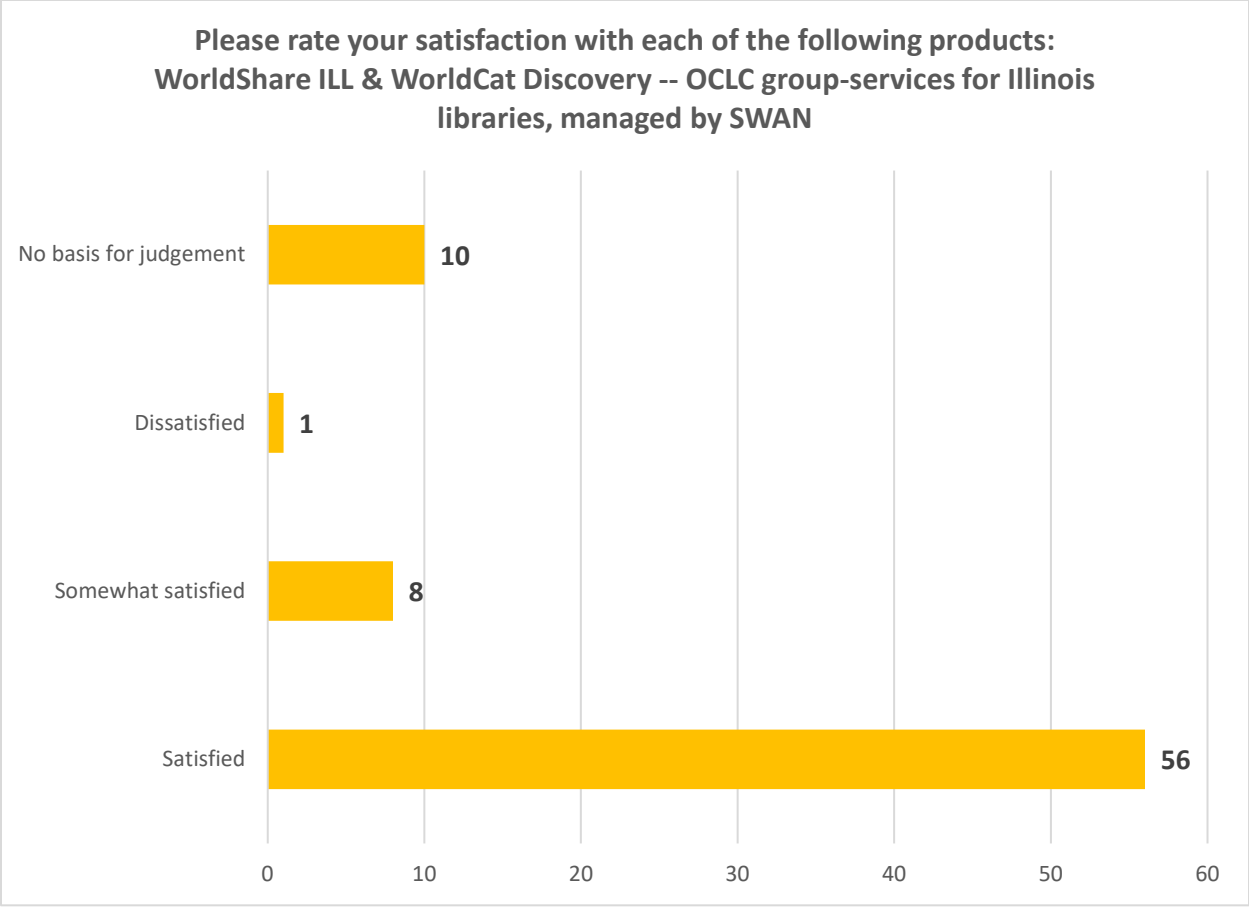
Please rate your satisfaction with each of the following products:
Aspen Discovery -- SWAN OPAC supported and developed with ByWater Solutions



Please rate your satisfaction with each of the following products: Aspen Discovery -- SWAN OPAC supported and developed with ByWater Solutions	Response Counts	% of total
Satisfied	47	63%
Somewhat satisfied	19	25%
Dissatisfied	4	5%
No basis for judgement	5	7%
	75	



Please rate your satisfaction with each of the following products: MessageBee -- Notification platform with Unique Management Solutions	Response Counts	% of total
Satisfied	40	53%
Somewhat satisfied	20	27%
Dissatisfied	4	5%
No basis for judgement	11	15%
	75	



Please rate your satisfaction with each of the following products: WorldShare ILL & WorldCat Discovery -- OCLC group-services for Illinois libraries, managed by SWAN	Response Counts	% of total
Satisfied	56	75%
Somewhat satisfied	8	11%
Dissatisfied	1	1%
No basis for judgement	10	13%
	75	

Participating Libraries
Acorn Public Library District
Bellwood Public Library
Bensenville Community Public Library District
Bensenville Elementary School District #2
Berkeley Public Library
Bloomington Public Library
Blue Island Public Library
Bridgeview Public Library
Broadview Public Library District
Calumet City Public Library
Carol Stream Public Library
Chicago Heights Public Library
Chicago Ridge Public Library
Clarendon Hills Public Library
Crestwood Public Library District
Dolton Public Library District
Downers Grove Public Library
Eisenhower Public Library District
Elmwood Park Public Library
Evergreen Park Public Library
Flossmoor Public Library
Frankfort Public Library District
Franklin Park Public Library District
Geneva Public Library District
Glen Ellyn Public Library
Glenside Public Library District
Glenwood-Lynwood Public Library District
Green Hills Public Library District
Hillside Public Library
Hinsdale Public Library
Homewood Public Library District
Indian Prairie Public Library District
Itasca Community Library
Justice Public Library District
Kaneville Public Library District
La Grange Park Public Library District
LaGrange Public Library
Lansing Public Library

Linda Sokol Francis Brookfield Library
Lyons Public Library
Markham Public Library
Matteson Area Public Library District
Maywood Public Library District
McCook Public Library District
Melrose Park Public Library
Messenger Public Library of North Aurora
Midlothian Public Library
National University of Health Sciences
North Riverside Public Library District
Northlake Public Library District
Oak Lawn Public Library
Oak Park Public Library
Palos Heights Public Library
Palos Park Public Library
Prairie State College
Prairie Trails Public Library District
Richton Park Public Library District
Riverdale Public Library District
Riverside Public Library
Roselle Public Library District
Saint Charles Public Library District
South Holland Public Library
Steger-South Chicago Heights Public Library District
Stickney Public Library
Theosophical Society in America
Thomas Ford Memorial Library
Thornton Public Library
Tinley Park Public Library
Town and Country Public Library District
Villa Park Public Library
Warrenville Public Library District
Westchester Public Library
Westmont Public Library
Wood Dale Public Library
Woodridge Public Library

Membership Satisfaction with SWAN Platform: individual library results

Library	Acorn Public Library District
Name	Dorothy Koll
Date submitted	1/3/2024 10:54:31 AM
WorkFlows rating	Dissatisfied
BLUEcloud Analytics rating	Dissatisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	
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.	
File uploaded?	

Membership Satisfaction with SWAN Platform: individual library results

Library	Bellwood Public Library
Name	Amy Crump
Date submitted	2/9/2024 1:42:40 PM
WorkFlows rating	Dissatisfied
BLUEcloud Analytics rating	Dissatisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Dissatisfied
MessageBee rating	Dissatisfied
OCLC rating	Satisfied
Your comments on rating	SWAN needs to move away from SirsiDynix.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	1
Your comments on the overall experience rating	
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.	I believe that SWAN is fully aware of which features are problematic. The problem has been getting Aaron Skog to acknowledge that in a way that isn't patronizing and recognize that SirsiDynix is not a good provider.
File uploaded?	

Membership Satisfaction with SWAN Platform: individual library results

Library	Bensenville Community Public Library District
Name	Susan Feddersen
Date submitted	1/9/2024 11:26:20 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	Aspen is better, but the search results can still be confusing to patrons, especially if the item is available or not. Message Bee can be a great tool with its ability to text patrons. Still many many complaints from patrons about auto renewal notices. We feel that is information that should have been made known prior to voting on the switch.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	Again, the lack of auto renewal notices is what kept this rating from being higher.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	I appreciate the pre-scheduled reports in Blue Cloud as well as the vast amount of report templates; it helps me find what I am looking for quickly.
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.	
File uploaded?	

Membership Satisfaction with SWAN Platform: individual library results

Library	Bensenville Elementary School District #2
Name	Catherine Nemesnyik
Date submitted	1/22/2024 2:16:26 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Somewhat satisfied
MessageBee rating	No basis for judgement
OCLC rating	No basis for judgement
Your comments on rating	My issue with Mobile Circ is that on the iPad it keeps freezing. As for Aspen, I have several issues: Students cannot always spell things correctly and it doesn't offer any suggestions; the platform is difficult to manage and update because of our unique three school building situation; and the browse categories have a mind of their own due to the three school building situation.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	Except for Aspen and Mobile Circ, we have no issues with the platforms.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	It is vital that we have a place to include a class or department code. Once this became available in WorkFlows, our whole perspective of the platform changed. It currently meets all of our needs. I like the way BlueCloud Analytics offers so many templates with both list functions as well as count functions. The ability to set dates for the reports is also great.
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.	Please see above.
File uploaded?	

Membership Satisfaction with SWAN Platform: individual library results

Library	Berkeley Public Library
Name	Ryan Cox
Date submitted	1/23/2024 10:39:33 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Bloomington Public Library
Name	Tim Jarzemsky
Date submitted	1/5/2024 11:12:42 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	SWAN staff utilize the current platforms and with thoughtful planning and innovative ideas enhance the resource-sharing experience of our users. The best example of that is how SWAN deployed the Aspen Moboiil app in record time when the Sirsi app was unexpectedly dropped.
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.	<p>Blue Cloud Analytics- The interface is clunky and hard to navigate. Setting up new reports is difficult. A more user-friendly way to create reports so we can interact with and analyze our data would be helpful.</p> <p>MessageBee- While a nice option for those who need it, individual libraries should be able to turn off the 2-way SMS messaging function in MessageBee. At the very least, an option for an auto-response directing patrons to assistance would be helpful.</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	Blue Island Public Library
Name	Anna Wassenaar
Date submitted	1/23/2024 3:39:43 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	<p>Workflows user interface is clunky and unintuitive, particularly when searching for a title or a patron. It's often easier to locate a title in patron facing aspen and place a hold that way than to try to locate a specific title in Workflows. Placing multiple holds as for a book club on the same title is a pain, as the hold has to be repeatedly placed rather than just telling the system how many holds to put in.</p> <p>Blue Cloud analytics can be somewhat opaque regarding whether or not the results one ran from a report are what you think they are. MobileCirc just doesn't work, as far as this library can tell, adding another layer to trying to do cards/circulation at outreach events. The whole product just seems to be from a decade ago.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	Overall, the catalog functions fairly well, we know when items are due and who has them, holds get sent to where they are supposed to be quickly. From the staff end,
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Aspen is great, MessageBee is great, the SirsiDynix/Blue Cloud products less so.
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.	
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https://support.swanlibraries.net/system/files/webform/membership_satisfaction_survey_w/3518/BIS-file-survey.docx	

Membership Satisfaction with SWAN Platform: individual library results

Library	Bridgeview Public Library
Name	Chris Sebuck
Date submitted	1/12/2024 11:14:45 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	Over all we are satisfied. Staff did not send me any wish lists or any problem lists. Mobile Circ is a little frustrating to use when we are at events. Streamline what is required to make a library card in Mobile Circ. Also, please clean up the unused reports in Bluecloud Analytics. It is confusing to know which report to use sometimes because there are multiple reports in multiple places named differently that will get you what you need, usually. There are too many similar reports that do slightly the same things.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	I like the way Workflows is set up with wizards, but there are too many sections and SWAN or SirsiDinyx should get rid of those that nobody is using. Or give the Libraries the option to further customize the wizards including how many tabs there are available in each wizard and which ones we want to keep and delete.
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.	When entering the data for making a library card in blue cloud mobile/mobile Circ, if it takes too long, the system kicks you out and doesn't save what was already entered. You then have to start all over. Not helpful when making cards offsite. Libraries should be able to further customize the Workflow wizards.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Broadview Public Library District
Name	Jack Bower
Date submitted	1/9/2024 3:25:54 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Dissatisfied
OCLC rating	Satisfied
Your comments on rating	Dissatisfied with Messagebee's lack of autorenewal notifications and the staff interface/templates are confusing.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	We appreciate SWAN trying to improve services but would prefer the option for all previous functionality to remain intact.
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Calumet City Public Library
Name	Rita Mayfield
Date submitted	12/26/2023 3:04:04 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Dissatisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	No basis for judgement
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	Blue Cloud is not user friendly.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	
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.	Blue Cloud is overly burdensome, queries should be easy to use, very difficult to run simple reports. No canned reports available
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Membership Satisfaction with SWAN Platform: individual library results

Library	Carol Stream Public Library
Name	Susan Westgate
Date submitted	2/5/2024 4:58:06 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	No basis for judgement
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	No basis for judgement
Your comments on rating	I do not use all of the platforms in my role.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Chicago Heights Public Library
Name	Jennifer Martin
Date submitted	1/22/2024 3:22:16 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Chicago Ridge Public Library
Name	Dana Wishnick
Date submitted	1/16/2024 9:39:51 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	Where is BlueCloud Circulation?! This would be very useful for our library. MobileCirc is very clunky.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Clarendon Hills Public Library
Name	Lori Craft
Date submitted	2/5/2024 4:55:20 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	Comments on Workflows: I hate that all patron information isn't in one place. Sometimes I need to go to modify user to see some info that is not in display user. The screen is very busy looking - makes it hard to lookup items in Workflows. With that said, Workflows is still better overall than what preceeded it. The port limits and "records are in use" issues were problematic.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Crestwood Public Library District
Name	Dan Powers
Date submitted	1/22/2024 5:19:51 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	MessageBee has been a huge improvement from the staff perspective. It allows them to more accurately view who is, and who is not, receiving notifications in a timely manner.
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Dolton Public Library District
Name	Lillie Byrd
Date submitted	1/31/2024 11:04:51 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	The Dolton Public Library District is Very Satisfied (You should add that rating to your survey).
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	10
Your comments on the overall experience rating	We have had nothing but satisfactory experience with the above products.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>Workflows- This is our everyday function, from check-in and check-outs, fee payments, collection management, reports, and more.</p> <p>BlueCloud Analytics- IPLAR, Traffic Reports, and Statistics to mention a few.</p> <p>Aspen Discovery- Allows our patrons to easily look up and locate the items they want to borrow.</p> <p>Message Bee- We have an active and functioning curbside pick-up. We can keep track of holds, cancellations, etc..</p> <p>Worldshare ILL & WorldCat- Allows us to receive and loan material we otherwise would not have as a resource for our patrons.</p>
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.	NONE
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Membership Satisfaction with SWAN Platform: individual library results

Library	Downers Grove Public Library
Name	Julie Milavec
Date submitted	1/26/2024 9:16:08 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Dissatisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Somewhat satisfied
Your comments on rating	<p>Comments received from staff:</p> <p>While the primary services that I use (WorkFlows, BCA, Aspen, MessageBee to an extent) aren't always the most intuitive to use, the support webinars and articles provided by SWAN usually answer most questions.</p> <p>-----</p> <p>I would really like it if WF could show the 5 (or at least 2) previous users</p> <p>-----</p> <p>Aspen Discovery is a vast improvement over our previous catalog, however there are a lot of improvements that are sorely needed when looking at some of their "extra" features such as their browse categories, spotlights, and placards.</p> <p>-----</p> <p>While the visual appearance of emails to patrons has improved, the software is very clunky, difficult to make changes with, and we have had numerous issues with messages not sending to patrons because they supposedly opted out. However, there is no option to opt-out on the MessageBee emails so we are not sure how patrons are able to do this for their holds notice.</p> <p>Suggestions received from staff:</p> <p>Workflows: Suggestions - make a web-based version available to all staff at all libraries without an extra purchase, allow for right-clicking and copying of fields such as library card number, email, phone number, etc. (we use this all the time for program registration, room reservation, etc.), make the look of it more modern instead of the 90s feel, allow for closing the software without having to close every wizard (a huge pain especially at closing/shift changes), show the last 2 users instead of just the last 1 only, make faster to load BlueCloud Analytics: Suggestions - make it more intuitive and less complicated, make training videos available on how to run different reports and</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Downers Grove Public Library
	<p>customize them for your library instead of having to ask SWAN to run them for you, make it easier to subscribe to automated reports and to change who the automated report gets sent to (the My Subscriptions functionality is very glitchy and hard to make changes to), add more detailed descriptions to the reports that are available to make it clear what the report means (including making the description available in the search results when using the search bar -- see attached image "BCA search bar needs descriptions")</p> <p>Aspen Discovery: Suggestions - make sure that materials are properly grouped (lots of grouping issues, for example, The Boys in the Boat (see attached) and How to Say Babylon (see attached), make sure all materials in the catalog have a cover image (many patrons are visual thinkers and many cover images are missing), make it easier to switch the language and offer more options (can only find English and Spanish)</p> <p>MessageBee: Suggestions - allow patrons to opt in for renewal notifications (patrons want to know if their item has been renewed and many get anxious not knowing), make sure patrons receive their notices (So many issues! I have not received any notices from MessageBee since December 24, 2023. Why did they suddenly stop when I used to get them?)</p> <p>Worldshare ILL: Suggestions - Add a confirmation box when "Return item" is clicked in case the mouse accidentally touches that button (so easy to accidentally trigger a return!), keep FirstSearch usage statistical reporting the SAME through the end of a calendar year instead of changing it randomly midyear when we have been tracking our stats a certain way, including the number of sessions, all year through October</p>
<p>Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well</p>	<p>8</p>
<p>Your comments on the overall experience rating</p>	<p>Comments received from staff:</p> <p>These products meet our needs the majority of the time. In those cases in which they do not, SWAN support has been excellent in providing assistance or at</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Downers Grove Public Library
	<p>least an explanation. There have been a (very) few cases in which Sirsi's official documentation doesn't quite line up with SWAN's somewhat customized version of WorkFlows, leading to confusion as to what can be configured or supported.</p> <p>-----</p> <p>Aspen alone would receive a higher rating however the fact that Messagebee has been unreliable in sending messages to patrons and we have had a pattern of patrons accidentally opting-out of emails without knowing they are doing so.</p> <p>-----</p> <p>See the previous comments for issues/areas for improvement. In addition, I must say that the Aspen LiDA mobile app takes way too long to load. And it is especially frustrating to have to see/read the SAME two pieces of trivia over and over again every time I use the app. Could the app just please load faster without these sentences? At the very least, have the trivia be mixed up from a few dozen different ones so that we aren't forced to see the exact same two EVERY time.</p>
<p>For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.</p>	<p>My usage is on a much smaller scale than other departments, limited mainly to checking in/out materials and the occasional report. For these scenarios, the products work as expected and issues rarely arise. BCA can be a bit daunting at first, but the provided training materials cover most areas of concern.</p> <p>-----</p> <p>Aspen: having the ability to create browse categories and spotlights has been fantastic. It has allowed our library to eliminate the use of LibraryAware and we love how the browse categories are so seamless with the catalog.</p> <p>-----</p> <p>I like that Aspen Discovery allows for Masquerade Mode and easy article and database searching for EBSCO (although it would be nice if other vendors provided an integration option). I think the "Narrow Your Results" filtering options has vastly improved in user friendliness.</p>
<p>For the products for which you indicated dissatisfaction, please provide detailed feedback on which features of which</p>	<p>This is a Sirsi issue, but expanded support for more signature pad models in WorkFlows would be</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Downers Grove Public Library
<p>products you find problematic. Where appropriate, please attach screenshots and share attempted solutions.</p>	<p>appreciated (the larger, color LCD models from Topaz are significantly more accessible, for instance).</p> <p>-----</p> <p>BCA is not user friendly and hard to navigate. Continuing to get complaints about no notices received with MessageBee.</p> <p>-----</p> <p>Why doesn't WorkFlows have the option for a check in receipt like they have an option for a checkout receipt under check out and under display user? Many patrons are used to receipts for proof of return. They can get them from our self check in (sorter). It seems poor patron services to not be able to get them a receipt at the desk for something they checked in. We can print a receipt but it is a 4-step process instead of a simple right click and print. I have uploaded screenshots to help explain what I am trying to explain and ask. Thank you.</p>
File uploaded?	
<p>https://support.swanlibraries.net/system/files/webform/membership_satisfaction_survey_w/3541/Downers%20Grove%20Satisfaction%20Survey%20Attachment.docx</p>	

Membership Satisfaction with SWAN Platform: individual library results

Library	Eisenhower Public Library District
Name	Stacy Wittmann
Date submitted	1/30/2024 4:40:01 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	<p>Aspen -</p> <p>Childrens: The inconstancy in which titles are grouped ex. Graphic Novel adaptations sometimes are grouped with non-GN, on the basis of the same title. This is confusing for patrons and staff who need to place holds. We also see this different editions of chapter books are in the same groupings with abridged novels is not good. (Three staff members have identified this as a MAJOR issue)</p> <p>Childrens: The different language translations are not always in a group</p> <p>Childrens: Series lists do not always pull from the book list.</p> <p>Childrens: Majority of libraries have tiles located- sometimes even pulls the ebook rather Childrens: than the print and not even lists the print title in the search.</p> <p>Childrens: The inability to apply multiple filters at once wastes patron and staff time.</p> <p>Childrens: Would like to see the "Advanced Search Function" easier to see on the main page.</p> <p>Childrens: When editing lists that have previously been created I would like to be able to select or upload my own image for the list cover. Sometimes a book that has been removed from the list is the image for the list despite being removed.</p> <p>Childrens: ASPEN is frustrating in terms of simple searches and terrible when a patron doesn't know the full or exact title or spelling. Staff will use Amazon and then go back to Aspen to find the title.</p> <p>Adult: Would be great if Aspen Discovery was a little more forgiving related to spelling errors or had a better fuzzy search</p> <p>Adult: when more than one format is grouped together it would be helpful to patrons if the item that was in the building floated to the top. Attaching an example where a 4K Blu-ray is checked out but a DVD, which is available, is the fourth and final choice.</p> <p>Adult: After narrowing ASPEN results via the filters on the left, once I click "search", while the new search results reflect those filters, if you expand the filters</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Eisenhower Public Library District
	<p>youâ€™ll see that my choices are no longer selected. So if I need to conduct another search with the same options but different terms, I have to know (or remember) to go back and re-select all of my filter choices.</p> <p>Adult: Managing Purchase Requests â€” option to have requests go to their own departments (ex: Childrenâ€™s and Adultâ€™s) and/or assigned to specific staff to action.</p> <p>Managing Purchase Requests â€” ability to customize responses and emails</p> <ul style="list-style-type: none"> NOTE: believe I was told that this level of control has been made available to individual libraries <p>Adult: Overall usability/functionality - generally speaking title, location, status, and the hold button should have primacy over all other information people see on the part of the screen that displays search results. It looks too busy. It would help if that thin box for every format wasn't essentially divided into four columns, which forces the information in the middle two columns to appear stacked and centered, which I think makes it difficult for a typical user to identify/recognize. In a strange way, it's almost easier to "read" the screen when the item is checked out or unavailable (the "Where is it?" list view). That looks clearer than when the catalog is telling me an item is here and on-shelf.</p> <p>Adult: "Explore More" Box â€” Not helpful to see the "Explore More" box after only a few results. I think many patrons don't scroll all the way down, and some of those may come up to that box and assume it's the end of the page. I know they could see that the scroll bar in the browser still has more room to go, but it would probably cause less confusion at the very end of the list. As another staff member put it, "Just one more thing to scroll past".</p> <p>Adult: Some of this is updated from when ASPEN first launched, but the same issues remain. Since we've been working with ASPEN for over a year now, we and patrons are more familiar with it, but there are still some things I think that are not particularly user friendly about it:</p> <p>Where is it? Button should be far more obvious. Showing all of the libraries where the book is available/owned is not bold, underlined, highlighted, or in any way stands out or looks clickable, yet it is clickable.</p> <p>Something that shows it's "available online" is not actually available online for non-residents unless they are part of the MOD consortium, and then that's only for Overdrive materials. While a lot of regular non-resident users know</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Eisenhower Public Library District
	<p>that they can only use digital resources from their own library, I've still had multiple interactions with patrons confused that an item says it's available, but it's actually not available in a format that they can check out.</p> <p>Solution idea: Color coding information is something that I personally find very effective. I'm guessing SWAN wants to keep their OPAC crisp and clean looking, but even if digital materials had a specific color, and physical materials had another, I think that would cut down some of the confusion.</p> <p>Workflows -</p> <p>Childrens: The ability to place multiple holds on the same title would be helpful for teacher requests or the ability to stop the warning that the item is currently on hold from the repeatedly coming up for every hold even when the wizard has not been closed or cleared.</p> <p>Circulation: Overall, Library Services (Circulation) staff is satisfied with Workflows, with the entire staff marking their satisfaction level with our ILS as "Satisfied." Staff said that they were very comfortable using Workflows and found it to be user-friendly and easy to navigate.</p> <p>Workflows is what we are in most, and have become very used to using it. Most of the issues we have run into were not issues with Workflows itself, but rather system-wide records retrieval related issues which were quickly resolved. Running reports on Workflows can be a bit complicated. We use Bluecloud to print all of our daily housekeeping type reports (Pick list, clear holdshelves) just because the reports look nice and are easy to access. Printing the pick list and clear holdshelf report in Workflows is a needlessly complicated process. When printing the Clear Holdshelf Report, for example, you need to export the file to the downloads folder and then reformat the excel spreadsheet to make it readable, which is a lot of work for a report that usually only contains 5-10 items. You spend more time exporting the report and printing it than you do actually pulling the items and checking them in. Otherwise, I have no major complaints with Workflows.</p> <p>Technical Services: Everyone's satisfied with WorkFlows, though there was a suggestion that more Item history (specifically suggested was past barcodes assigned to an item record) would be helpful. Another staff member who has worked with a web-based Polaris software notes that</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Eisenhower Public Library District
	<p>that software seems more user-friendly and streamlined, that Sirsi Dynix seems outdated in comparison.</p> <p>Adult: For reference staff (or other public facing staff) who may be using a dual display for patrons to follow along, it would be nice, in terms of patron privacy, if patron information wasn't automatically displayed in certain scenarios. I.E., if we had to click a second time or toggle a "Display"/"Show Previous Patron"/"Populate" option.</p> <p>Adult: After having looked up a patron in the "Display User" Wizard, that info is visible on the grey button indicating whom the "Current" user is. While this is quite convenient for ease-of-use for staff, many times, we've moved on to another patron and feel uncomfortable having another patron's information so visible, even if only briefly so. Staff may also get up and walk someone to the stacks with the public monitor still displaying that screen. I know that an easy solution would be to "not leave that window up" or be sure to turn off your screen. But it would be nice to have some level of protection if we forget while busy with patrons.</p> <p>Adult: Similarly, after having searched for an item in the "Item Search" Wizard, at the top of the frame on the right side of the screen, there are tables "Item Info", "Circ Info", "Bills", "Holds", etc. It would be helpful if when you clicked on the "Holds" tab, you initially only saw the number of overall AND resident holds, and an option to show/populate the actual holds list</p> <p>Adult: That Hold numbers and positions were clearly and consistently displayed.</p> <p>Adult: I don't understand why searches that yield over 200 results can't be sorted. Once you hit that many results, sorting becomes even more useful.</p> <p>Adult: The way holds show in WorkFlows is very confusing. When patrons want information about how far they are down the holds the list, it is always an estimate. This makes sense, in a lot of ways. ie: Residents are basically on a longlist for the full record, and a shortlist for the home library owned copies, but the information is always such a</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Eisenhower Public Library District
	<p>jumble to get through, and I never feel like I'm giving them an accurate/helpful answer.</p> <p>Adult: Why does WF not show the HOLDS position when the library record is highlighted, but then shows when the individual record is highlighted?</p> <p>Adult: What is the point of listing the [hold] position when it is still showing residents in position # 286, and non-residents in position #1 when our item is highlighted?</p> <p>Adult: I know holds are complicated on the consortium level, but it would be helpful if there were a better way to communicate holds in WF. This is a pain for everyone involved.</p> <p>Adult: Would be great if in 'item search and display' when you click on a record the display didn't default to the bibliographic window. I'd like to be able to set it to default to call number/item.</p> <p>OCLC Services/WebDewey -</p> <p>Childrens: WebDewey- The possibility of being able to compare wordage of the # explanation on the same screen would be awesome.</p> <p>Circulation: A big part of working with Worldshare ILL, is learning its idiosyncrasies and managing its clunkiness by establishing diligent and consistent paper record keeping practices. Similar to the response to MessageBee, based on my understanding of library practices, Worldshare and Worldcat are the best options, as there are no viable alternatives for public libraries that I know of. I am not sure if it would be possible to have many of the record keeping practices that we have outside of Worldshare integrated into a web app itself, but I would be curious what that would look like, and if it would be possible to maintain the same degree of interconnectedness to the libraries worldwide that Worldshare and Worldcat provide.</p> <p>Tech Services: Those of use who have used the WorldCat software are satisfied with it. [addendum: I just started trying to use the Record Manager in WorldShare in Firefox and it is a hot mess. I would give it a Dissatisfied for this specific angle, but I doubt that's most of what SWAN is asking about.]</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Eisenhower Public Library District
	<p>Mobile Circ -</p> <p>Circulation: Since it is no longer supported, we have not used Mobile Circ in a while. My most recent experiences with Mobile Circ, however, were positive, and I would consider myself satisfied with the platform. The issues that arise from using Mobile Circ, in my experience were unrelated to the platform itself, as it is nearly an identical match to the PC based platform. The issues that we run into are related to using a tablet vs. a PC. For example, collecting signatures is not something we were ever able to do, on the rare occasions where we were creating library cards on the spot and patrons could check items out then and there (mind you, this was many years ago, pre-pandemic) we had to impose limitations on their borrowing until they could come in to "activate" their library card by signing the digital pad. Typing is also a clunky process which can be made easier by bringing a bluetooth keyboard.</p> <p>Message Bee -</p> <p>Circulation: I find it helpful to have this information handy, however the interface is a little clunky. So much so, in fact, that I've stopped logging into it and simply check the reports that are sent to the Circ email address. These reports are very helpful, though the process itself isn't very intuitive. Someone couldn't just jump into the reports without an explainer from someone who has used it before. On a personal note, I am wondering what an alternative to MessageBee would even look like, and if it could offer the same functionality without being kind of confusing.</p> <p>Tech Services: MessageBee experience is split between satisfied [specifically, this is as patrons receiving messages!] and don't-use, with Jazmin throwing her experience in Circ at another library, in the early days, as somewhat satisfied (there were a lot of bugs then).</p>
<p>Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well</p>	<p>6</p>
<p>Your comments on the overall experience rating</p>	<p>Opinions on platforms/tools vary from department-to-department. I assigned an overall 6 on overall experience</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Eisenhower Public Library District
	<p>because two departments ranked overall satisfaction between 7 and 8 and two departments indicated satisfaction somewhere between 4 and 5. Please note that some departments reported being "satisfied" with a product. For example, there was an overall sense of satisfaction with Workflows from Technical Services and Circulation staff. However, Childrens and Adult departments had very different and much more negative experiences. I rated Aspen "somewhat satisfied" since Circulation and Technical Services staff had members who were satisfied from a user standpoint, since members of these departments do not use Aspen in day-to-day work. However, Childrens and Adult staff reported more negative experiences in using Aspen from the staff perspective.</p>
<p>For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.</p>	<p>Please see provided comments above.</p>
<p>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.</p>	<p>Please see provided comments above and attached documents with screenshots.</p>
<p>File uploaded?</p> <p>https://support.swanlibraries.net/system/files/webform/membership_satisfaction_survey_w/3563/User%20feedback%20images.docx</p>	

Membership Satisfaction with SWAN Platform: individual library results

Library	Elmwood Park Public Library
Name	Michael Consiglio
Date submitted	1/22/2024 2:49:04 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	No basis for judgement
OCLC rating	No basis for judgement
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	Aspen is great, but it would be better if it did not time out so quickly.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Evergreen Park Public Library
Name	Frank Murray
Date submitted	2/7/2024 11:05:44 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	We had 8 staff take the survey and averaged the responses. WorkFlows received all "somewhat satisfied", Aspen received "somewhat satisfied and satisfied" while WorldShare was the only one to receive unanimous "satisfied" votes.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	<p>We averaged out the ratings from 8 staff members. We had a 4, two 6's, 7, 8, and three 9's. As you will see below, overall, staff are somewhat satisfied with the Sirsi products, but there are several minor upgrades that can drastically improve staff workflow.</p> <p>There is a range of satisfaction amongst staff and as you see from the comments below, one person believes WorkFlows is wonderful, while the rest believe there is room for improvement. We tried to be as specific as possible and I included the actual comments from staff even if specific examples were not included. I will say that staff are weary of another migration...even though it has been 10 years! wow! but they do want an improved product from Sirsi. We hope this feedback will help get Sirsi to improve its products.</p>
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>Everything is just ok. Maybe we can try to have something more than just ok.</p> <p>Everything runs smoothly and things are easy to find in Workflows!</p> <p>Aspen looks nice, and streamlines discovery. Rather than giving many results, the different formats show under each title which is nice. We're having fun creating different book lists and recommended reads. We appreciate that our databases or online resources appear in appropriate search results.</p> <p>The products provide enough function for me to complete my job assignments.</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Evergreen Park Public Library
<p>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.</p>	<p>I miss the Millenium option of "remembering" more than just the last patron. From the circulation point of view, that was a great feature. I don't like that we have multiple records for the same item. It is confusing for a patron, specifically while placing holds. Circ/Mobile was never useful for me. I figure out BlueCloud because I do the processing of items, but for some of my coworkers it is a bit confusing if you don't know the different item categories and such. As for MessageBee, I definitely miss the old ways, when we just got an email with an excel spreadsheet with all the info instead of my having to run a report every time! Nothing wrong with the report, but it was faster the other way (this is just me being a bit lazy, before it was just opening and email, click and done).</p> <p>WorkFlows can use some major improvements! It times out and has to shut down at inopportune times or if we're in the middle of helping a patron. I'm not sure if this is forced by someone or automatic, but it always seems to be while I'm about to place a hold or search for an item. Discovering items is clunky -- having to sift through a list of items to find the correct one, even though I copy & pasted it directly from the OPAC. When placing multiple holds for a book club, we have to click and override a million times. Why can't we just indicate the amount of items we want to place on hold? If I'm helping a patron but happen to have another user's info up, as soon as I lose the previous user's info, it's gone. Would recommend including a feature of the previous x-amount of users we've helped to better retrieve user info.</p> <p>Instead of using MobileCirc for outreach events, we take a laptop with Workflows and a WiFi hotspot.</p> <p>The one update for Aspen would be to list the ISBN/ISN/UPC in the item search result screen, rather than having to click again in "More Details".</p> <p>We have some staff who don't like using WorkFlows to place holds. Their complaint is that when searching for a specific title, the discovery isn't very easy to sift through. There are a lot of clicks in order to get to the correct result. So staff use Aspen to locate the item and either use title or ISBN to locate the correct item in WorkFlows in order to place a hold. While it is a nice feature, staff rarely use the masquerade feature in Aspen as we do not want to forget about a patron's record and place holds incorrectly.</p> <p>A usable mobile circ option - is one available?</p> <p>Aspen--can't just check another library's catalog from our catalog. Answering a simple question like, "Does Oak Lawn have it?" takes too much fishing around. The Audience filter is</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Evergreen Park Public Library
	<p>nearly useless. Filtering on Juvenile brings up too many books that are obviously not juvenile. It would be nice if we had a "not" or "-" function.</p> <p>Workflows--I would like to be able to put a hold on multiple copies of the same book in one step.</p> <p>The are products that I rarely use or there are too many steps involved to receive desired results; for example, when downloading marc records from Brodart to workflows.</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	Flossmoor Public Library
Name	Jamie Paicely
Date submitted	2/9/2024 9:47:41 AM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Dissatisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Dissatisfied
MessageBee rating	No basis for judgement
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Frankfort Public Library District
Name	Amanda Kowalcze
Date submitted	12/29/2023 3:35:08 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	We appreciate the ease of running reports in BCA, especially for IPLAR. It is difficult that unique reports must be designed by SWAN (at a previous standalone, I would run my own SirsiDynix reports, and I liked the freedom of designing them).
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.	We find Mobile Circ too clunky to be much use. Scanning set up was complicated. Aspen- We would like to be able to sort book lists by author/call number.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Franklin Park Public Library District
Name	Vanessa Morrison
Date submitted	1/23/2024 10:34:45 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	Overall, FPPLD is satisfied with the software SWAN provides.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	Staff comments about products to work on were about Messagebee, WorldShare ILL, and Workflows. The WorldShare issue might be something temporary. Messagebee is something I did not directly work on launch with but can see if there are options on our end. Workflows is a workhorse, so we are used to it, but maybe there is something better. WorldShare ILL is fine when I've used it. Worldshare Discovery has had holdings issues and ILL form issues on the patron end on and off. It gets fixed, but it has had the most tickets over time.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Staff are satisfied with Aspen Discovery. We are in acceptance about Workflows, which does the job but is not perfect and feels outdated. There is a small annoyance with the WF windows having to be closed before being able to close the WF software, but we're used to it. BlueCloud Analytics can be a little clunky, but with the premade SWAN reports and some time to learn, it's alright. We have not really utilized MobileCirc.
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.	"I wanted to relay/reiterate one of the most frequent complaints that Circulation receives regarding MessageBee, if hasn't been brought to your attention already. To the best of my knowledge, MessageBee does not allow us to send automatic renewal email notifications. This has been especially frustrating and confusing for our patrons that remember our previous email notification providerâ€”which SWAN moved away from in Mayâ€”which did have this feature. We've had at least one patron refuse to pay overdue fines because it was, in their opinion, not adequately communicated

Membership Satisfaction with SWAN Platform: individual library results

Library	Franklin Park Public Library District
	<p>to them that their items had not been renewed. The implementation of this feature, in my opinion, should be a priority for UMS."</p> <p>"The only feedback I have is about Message Bee. There have been several patrons who have notified us that they no longer receive notifications when an item has been renewed. Some patrons have been understanding with the change, but there have been a couple patrons who have been upset with receiving a bill notice when they were unaware of when their item was due. We have been giving patrons the option to check their account online or give us a call, but perhaps Message Bee can implement a renewal notification system?"</p> <p>"Recently I have been getting this error message on WorldShare through the Chrome browser. Usually when this happens I will close out of Chrome and use Firefox instead. I haven't had any error messages pop up on Firefox yet."</p>
<p>File uploaded?</p> <p>https://support.swanlibraries.net/system/files/webform/membership_satisfaction_survey_w/3507/WorldCat%20Error.png</p>	

Membership Satisfaction with SWAN Platform: individual library results

Library	Geneva Public Library District
Name	Janet Miranda
Date submitted	2/7/2024 11:36:33 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	<p>Aspen Discovery: The introduction of masquerade mode, in particular, is exceptionally helpful for our staff. People respond well to the visual look of the catalog and find it easy to navigate without staff instruction. The only opportunity for improvement that we have identified is that when viewing "lists," there is no opportunity for filtering, which can make this view difficult to navigate and it is difficult to narrow by Kindle when searching.</p> <p>ILL: is fairly easy to use and is updated regularly. We have also had pretty good experience dealing with support staff when necessary.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>Aspen Discovery: The introduction of masquerade mode, in particular, is exceptionally helpful for our staff. People respond well to the visual look of the catalog and find it easy to navigate without staff instruction. The only opportunity for improvement that we have identified is that when viewing "lists," there is no opportunity for filtering, which can make this view difficult to navigate and it is difficult to narrow by Kindle when searching.</p> <p>ILL: is fairly easy to use and is updated regularly. We have also had pretty good experience dealing with support staff when necessary.</p>
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.	

Membership Satisfaction with SWAN Platform: individual library results

Library	Geneva Public Library District
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Membership Satisfaction with SWAN Platform: individual library results

Library	Glen Ellyn Public Library
Name	Joe Halter
Date submitted	1/16/2024 4:13:16 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Somewhat satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	5
Your comments on the overall experience rating	Librarians are used to "making do" with the technology available. We have become accustomed to finding ways to make things work, even when they are not ideal and/or don't offer a good user experience.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>BLUECloud Analytics is powerful, and most users get the information they need. It can be difficult to use if you are not a power user, but assistance from SWAN staff is appreciated.</p> <p>Aspen Discovery is fairly easy from a user's point of view, but sometimes the grouping that it performs can be problematic or confusing.</p>
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.	<p>WorkFlows is powerful, but incredibly clunky. Registering a member requires moving between at least four different tabs, and the duplicate user process means that many staff across the consortia don't detect duplicates. The search functionality is powerful, but not intuitive. This means that when people switch from searching Aspen to WorkFlows, they can fail to complete a successful search.</p> <p>Mobile Staff has the potential for being a great tool but is very difficult to use in its current form. It is different enough from WorkFlows that the workarounds that we find to use in WorkFlows don't transfer to Mobile Staff.</p> <p>MessageBee is great in providing notification delivery history and allows us to test the SMS functionality on demand. It would be great if there was the ability to integrate the SMS functionality with our existing SMS platforms, or at least get a notification when we get a SMS message from a member.</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Glen Ellyn Public Library
	WorldShare ILL & World Cat Discovery is powerful from a search point of view, but the ILL side of the service is complicated and doesn't allow for basic functionality, such as copy an existing request so that we don't have to reenter all of the details.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Glenside Public Library District
Name	Pamela Kamin
Date submitted	1/25/2024 11:41:06 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	Although I have used it at a previous library, GSD does not currently use Mobile Staff. My experience with Mobile Staff was not great, but that was nearly 3 years ago.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>I consider BLUEcloud Analytics to be one of the most valuable tools for library staff. It offers great convenience in running reports on library usage, statistics, patron and collection information, and more. If a specific report is not available, I know I can rely on SWAN staff to assist in creating it.</p> <p>Overall, WorkFlows is efficient and easy to learn, especially with the numerous training webinars and online learning modules created by SWAN staff. However, I would like to see improvements such as making the patron's "last activity date" and "date privilege granted" visible in the display user summary tab, as it is in BLUEcloud Circulation. I also have some suggestions for enhancing the functionality of Manage Hold Shelf and Onshelf Items wizards within WorkFlows. It would be beneficial to have the ability to filter lists by pickup date, pick-up library, etc., directly within WorkFlows, instead of exporting to Excel for filtering.</p> <p>As for Aspen Discovery, I am extremely satisfied and consider it a significant improvement from Enterprise. The Masquerade mode proves helpful in assisting patrons with catalog searches and placing holds even during WF connection issues. The ability to access a patron's library card barcode from their Aspen account has been especially useful in cases where a patron forgets their card or when the old mobile app was suddenly disabled.</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Glenside Public Library District
	<p>The MessageBee reporting feature is really convenient for staff, especially the included PDF copies of notifications. This allows library staff instant access to reports and the ability to address notification delivery issues on the spot, eliminating the need to wait for SWAN responses via help tickets.</p> <p>Finally, WorldShare ILL and WorldCat Discovery function well, and Helen Pinder does a great job managing SWAN profiles and responding to any ILL questions I might have.</p>
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Glenwood-Lynwood Public Library District
Name	Brian Vagt
Date submitted	1/23/2024 9:34:09 AM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	No basis for judgement
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	No basis for judgement
MessageBee rating	No basis for judgement
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Green Hills Public Library District
Name	Jane Jenkins
Date submitted	2/6/2024 11:40:52 AM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	A Satisfied rating was given for ASPEN, although some staff noted that when searching the catalog typing the same title yields the material on the second page. Staff have also reported titles missing. Another comment given by staff is that it could be more intuitive.
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.	<p>Although no dissatisfaction rating was given, the products that staff are most dissatisfied with are Workflows, BLUECloud Analytics and Message Bee.</p> <p>WORKFLOWS, staff dislike fact that there are too many inapplicable or unused wizards and options in several drop down menus under the circulation tab. Although we are able to customize to a certain extent limiting selection options that our specific to GHS would be beneficial. Problems when checking out patrons who are barred, blocked, or banned. Alert does not show when simply looking up patron in Display User. Would be beneficial for alert to also show in Display or Modify User. Scanning returned materials that are in the database as Assumed Lost, item automatically discharges from patron account. Question is asked if we would like to discharge/check-in, but regardless of what we say the item is already checked in from patron account.</p> <p>BLUECloud Analytics, not always user friendly or easy to understand. Weeding lists take too long to run.</p> <p>MESSAGE BEE, on the whole this product is liked except for the already known issue of no notice of courtesy renewals. Is</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Green Hills Public Library District
	this something that Message Bee could incorporate at some point?
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Membership Satisfaction with SWAN Platform: individual library results

Library	Hillside Public Library
Name	Amy Franco
Date submitted	1/18/2024 3:53:19 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Satisfied
MessageBee rating	No basis for judgement
OCLC rating	Satisfied
Your comments on rating	<ul style="list-style-type: none"> - Learning something new is daunting and the idea of switching to a new ILS was not appealing to surveyed staff - BCA is clunky, it's difficult to run reports, it doesn't seem like it should be that difficult. Needs to be streamlined. - Mobile Circ has a lot of issues and glitches. It isn't as reliable. World Cat is helpful but most of the time, other libraries don't want to send the items. - Workflows UI in particular feels outdated and old; Feels like the interface should be more modernized with a sleeker design/look. Works fine for what Circulation uses it though. - I don't have too much to delve into with Workflows. I appreciate the ease of looking up patron's information in multiple ways (name, card number, phone number) it's clear and easy to do compared to a different catalog I used at some point. I don't necessarily like the complexity of the holds list. It's not clear and when I recently had a question as to why someone was bumped down to 42 from 9 (especially when there were patrons who were not of the home libraries who had this item that put a hold on it after she had placed her hold) it was unclear why she was moved down the list so far. I also don't like that it's fairly hidden to search by a specific format. It can be difficult to find an item if it's missing. On occasion I've had to search for a title by author or call number in order for it to pop up on my list. Aspen for me is neutral I don't dislike it but I don't love it either. It does the job I want it to do. I'm not a fan of trying to identify books we have when they might be checked out. I would rather see that we have the item than choose to the option that's basically "available now". I know there's a way to still see those titles but it sometimes is a hit or miss on whether they show up on that list. For what I do in my daily work I think I'm

Membership Satisfaction with SWAN Platform: individual library results

Library	Hillside Public Library
	<p>95% satisfied there's only a few times where I feel a bit frustrated by the limitations.</p> <ul style="list-style-type: none"> - WorkFlows could stand to be streamlined to provide quicker access to commonly needed information and programs, but overall a solid program that once learned is easy to use. MobileCirc is an excellent program, well suited for its most common uses. Aspen Discovery is a well-designed platform and provides a lot of helpful information to users looking to find new reads. It is also simple to use for staff assisting patrons. - Searching on WorkFlows has always been challenging. - Aspen doesn't handle typos and mistakes very well. - Those who know WorkFlows well don't use Aspen. - Messagebee is too new to provide meaningful feedback.
<p>Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well</p>	<p>7</p>
<p>Your comments on the overall experience rating</p>	<ul style="list-style-type: none"> - Many staff told me they hate searching in WorkFlows and I do too! - WF can be difficult - Search is so much better in Aspen than WF, which hinders our customer service and efficiency. - Hard to tell which library has an item in WF - Hard to explain the holds map to patrons. - We don't know what other platforms are available so we don't feel we can provide very good feedback on a comparison basis
<p>For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.</p>	<ul style="list-style-type: none"> - We like masquerade mode - Aspen is easy to search and we like the faceted search options
<p>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.</p>	<ul style="list-style-type: none"> - "Searching in WF sucks" - verbatim from multiple staff members - Tap manage hold shelf not available on all computers - BCA is clunky - WF and BCA require A LOT of training and support to learn
<p>File uploaded?</p> <p>https://support.swanlibraries.net/system/files/webform/membership_satisfaction_survey_w/3477/Scan.docx</p>	

Membership Satisfaction with SWAN Platform: individual library results

Library	Hinsdale Public Library
Name	Karen Keefe
Date submitted	1/24/2024 2:39:28 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	workflows billing is not intuitive, confusing... too many options... most difficult to train too clunky-- tiny icons, not intuitive (bad UX) searching VERY difficult not forgiving of spelling/typos want pop ups on patron accounts want to be able to easliy use offsite
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	4
Your comments on the overall experience rating	Aspen is good. SirsiDynix, by comparison, is old and clunky. "Satisfied" is a low bar.
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Homewood Public Library District
Name	Colleen Waltman
Date submitted	2/6/2024 2:09:04 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>Workflows - Satisfied-- The only thing that I don't like about Workflows is that it has to be accurate spelling, yet - it is helpful to have the advanced search. Also, I think Workflows is something that I'm just used to since I've been using this product for 10 years. I like the "exact" search and how it has all the circ features. It helps with weeding/re-ordering items. Also, it helps when we use other products like Collection HQ, since we have most of the same features on Workflows. I also like how you can search in a variety of ways to find the items we are searching for. Example: Kid patrons will often tell us a series name or a book title and it's easy to go into Workflows to find what they are exactly looking for. Plus, it lets us see clearly if a book has just been returned or is on the hold shelf. Kids items tend to be "missing" or "mis-shelved", so it's nice to have the "last checked in" date.</p>
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.	<p>BC Analytics - Somewhat Satisfied - The interface is clunky. SWAN staff who create reports and answer questions are probably the main reason that this product can be useful to member libraries.</p> <p>BLUEcloud Analytics - Somewhat Satisfied -- I never use it, but also because I think it's hard to use. Yet, I know other staff find it helpful.</p> <p>MessageBee - Somewhat Satisfied - Patron responses to changes from the previous system have been mixed. Also, as a patron, I check my own account often, but not</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Homewood Public Library District
	<p>all patrons do that. Therefore, it would be helpful to let patrons know if their materials were renewed, rather than it just sending if it was NOT renewed.</p> <p>Aspen Discovery--Aspen doesn't go a great job of telling patrons where they are in the holds queue. In the first screenshot I attached, I placed a hold on the new Danielle Steel and the message says that my hold was a success. In the second screenshot (which is not attached because only one can be attached), when I pulled up my holds in my account, I can see I'm actually in position #40. Patrons may not know to look in their account, or know how, and may be surprised to see there's a wait at all, since the item records don't say how many holds are on an item at the time of placing them.</p> <p>Aspen Discovery - Somewhat Satisfied--I think it is much cleaner than our past catalog. I use a lot of "general" searches (for storytime) and sometimes I wish you could filter "picture books" and "middle grade chapter books" easier because "juvenile" is broad search. There is an option for "board books", but not picture books.</p> <ul style="list-style-type: none"> o I like the "series" option. o Sometimes it still shows other libraries when you choose "Homewood Library" only. I wish it defaulted as available to our library, rather than starting as "all libraries". <p>Items that are non-holdable in Aspen don't give any explanation as to why-usually it's because an item is too new and that library doesn't send new items out or it's an item type that is non-holdable, both of which could be indicated somehow. My attempt to place a hold on the DVD for Killers of the Flower Moon was unsuccessful, but I know will be holdable when more libraries load their records. But, until that happens, it's confusing to patrons.</p> <p>Workflows - The only thing that I don't like about Workflows is that it has to be accurate spelling, yet - it is helpful to have the advanced search. Also, Circ rules only show up in Workflows if an item is checked out; if it isn't and you want to know the circ rule on it you have to open the massive, SWAN-wide spreadsheet available through the support site, assuming you have a log in to do so. Also, the place blanket hold wizard doesn't work</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Homewood Public Library District
	<p>in Workflows, and hasn't for years as far as I know. Last I heard from a ticket with SWAN (within the last year or so) it was caused by a bug that Sirsi never resolved. The wizard still exists in Workflows for it, and I'm not sure what happens if you try to use it, but it's hidden so staff don't try to use it since it doesn't work. Ideally, it would either be removed from the program if it can't be fixed, or be fixed.</p>
<p>File uploaded?</p> <p>https://support.swanlibraries.net/system/files/webform/membership_satisfaction_survey_w/3620/Screenshot%20%2837%29.png</p>	

Membership Satisfaction with SWAN Platform: individual library results

Library	Indian Prairie Public Library District
Name	Laura Birmingham
Date submitted	1/19/2024 2:39:35 PM
WorkFlows rating	Dissatisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	No basis for judgement
Your comments on rating	<p>WorkFlows is not intuitive and has a large learning curve which makes it difficult to learn and difficult to navigate. Some of the displays in the modules can be confusing. BlueCloud is also not intuitive and is difficult to navigate. It provides what is needed, but it is intimidating. There is a great selection of reports to choose from, but not having the knowledge of how the report was built makes it challenging to know if it is giving me the right information. Aspen is more user-friendly, but there are too many options for formats and the terminology can be complicated for patrons and staff. The ranking algorithm and the weight it places on e-materials is annoying. The grouped records are great.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	5
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>Aspen is overall user-friendly. The grouped records in Aspen are great. Masquerade mode is an excellent feature. Integration with e-resource platforms is also very useful.</p>
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.	<p>WorkFlows is not intuitive and has a large learning curve which makes it difficult to learn and difficult to navigate. Some of the displays within the modules can be confusing. The search function in WorkFlows is poor, compared to Aspen. BlueCloud is also not intuitive and is difficult to navigate. It provides what is needed, but it is intimidating. There is a great selection of reports to choose from, but not having the knowledge of how the report was built makes it challenging to know if it is giving me the right information. When it comes to reports, even simple tasks take at least 10 steps, very time consuming. Aspen is more user-friendly, but there are too many options for formats and the terminology can be complicated for</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Indian Prairie Public Library District
	patrons and staff. The ranking algorithm and the weight it places on e-materials is annoying.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Itasca Community Library
Name	Ridgeway Burns
Date submitted	12/15/2023 1:34:16 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Justice Public Library District
Name	Juanita Durkin
Date submitted	1/15/2024 4:48:11 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	<p>WorkFlows: The main problem with this is that you need to open too many tabs to update patron records. Once the patron's record is open, you should be able to update anything in that same window from placing a hold to renewing their card. The one thing I LOVE about WorkFlows is that we can use it on as many computers as we need to at the same time. (Millennium was a pain because we could only have it open on 3 computers at once.)</p> <p>BLUEcloud Analytics: Works fairly well, but I really hate that when sorting results it doesn't recognize spaces. So, sorting by call number is useless. I have to download the report and manually sort the results.</p> <p>MessageBee: My patrons are unhappy that the notification system has changed. They really liked the old system and the old notices. MessageBee may grow on them eventually, but right now they're not liking it.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Kaneville Public Library District
Name	Shayne Phillips
Date submitted	2/6/2024 1:05:56 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Somewhat satisfied
MessageBee rating	Dissatisfied
OCLC rating	Somewhat satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	La Grange Park Public Library District
Name	Gabe Oppenheim
Date submitted	12/21/2023 2:27:15 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Dissatisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	More granular ratings would be nice. Perhaps mostly dis/satisfied below and above "somewhat."
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	In general, these products could be easier to use, especially for less-savvy patrons and new staff! Our needs are largely met by these products, though, which is great.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>BlueCloud Analytics: Easier than the Java-based report server.</p> <p>Aspen: Attractive and when it works, it works well.</p> <p>Messagebee: It's a pretty cool product that we like using, especially for marketing purposes. More granular statistics would be nice.</p> <p>OCLC Services: Works well enough for staff to get materials from elsewhere. SWAN could probably better explain some of the extensive options available (Aspen integration?), which it sounds like something about which you're aware.</p>
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.	<p>In WorkFlows: item searching might be improved to be easier, especially for new employees. Blanket/book club hold functionality would be nice to have back.</p> <p>BlueCloud Analytics: Easier than report server. Some functionality seems wonky and some statistics seem. . . possibly wrong? It might be nice to have a guide to the many SWAN reports which are available but which are sometimes difficult to sort through. (This may exist!)</p> <p>Aspen: Searching can be problematic; results can seem random. (Some of this may have been fixed by latest updates.) Working with patron requests requires a lot more clicks than we'd prefer. Other aspects of administration can be obtuse to the point of hilarity.</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	La Grange Park Public Library District
	Messagebee could offer more user-friendly prompts for updating imagery and text.
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Membership Satisfaction with SWAN Platform: individual library results

Library	LaGrange Public Library
Name	Jennifer Hovanec
Date submitted	1/22/2024 3:53:54 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	5
Your comments on the overall experience rating	While none of the applications are amazing, they are fine for what they are. The applications are fine because staff have figured out ways to work around our issues. As we all know, a truly positive and productive work environment allows for seamless transition between activities and modules. You get what you pay for, and from what I've gleaned over the last few months of being in SWAN, we have been waiting a long time for improvements we'd all like to see.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Aspen and MessageBee are excellent, 21st century products.
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.	<ol style="list-style-type: none"> 1. Workflows--The client movement between "branches" (aka drive up and regular desk circ functions) is clunky. Having used a sister interface in Innovative/LEAP products, it is much easier to toggle between. 2. The fact that we have to have shared logons for the Workflows Client in 2024 is baffling. Even I, as the ED, do not have my own log on? Shared logons are the #1 thing that internet security providers tell you are opportunities for trouble. Also, now that most of us have to have individual logons for our Cyber Security Insurance, how are we expecting to navigate this? 3. MobileCirc should be a standard environment for everyone, not treated like a closely guarded secret. If your library is not doing mobile library card registration, you are not keeping up with the basic needs of the 21st century citizen. 4. OCLC is fine, but when are we going to start venturing further into partnerships with FindMoreIL? How can we

Membership Satisfaction with SWAN Platform: individual library results

Library	LaGrange Public Library
	<p>integrate it as a consortium? It already uses the RAILS delivery system and as more libraries join in and use it, I'd like to see those OCLC costs potentially go down.</p> <p>5. Staff would like more access to reporting functions without having to ask SWAN to create those for us. Is there a way that we can open up some of that? Again, Innovative used to give quite a few permissions for reporting in LEAP.</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	Lansing Public Library
Name	Kelli Staley
Date submitted	1/10/2024 6:30:59 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	Running reports in a queue for acquisitions work is tedious, and interrupts staff workflow. Not being able to see where your report falls in that queue is frustrating. You'd know to go to lunch if it would be a while! I requested that addition years ago, prior to SWAN adopting SD. We don't use it anymore, but cash management was too many steps for a simple sale.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Trained SWAN staff to assist with BCA reports when needed is highly appreciated. Easy access to Holds management reports in Workflows and MobileStaff Offline mode is nice when needed. MobileStaff's portability and paper-saving features
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.	Hold restrictions for our Rokus are not working well for us, as our devices have different combinations of streaming services installed, so they can't be on the same record. This results in patrons placing holds on each and every one of them, so they'd get the first one that comes back. Circ map only lets them have 1 device, but this is requiring a lot of staff intervention to manage the hold queue.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Linda Sokol Francis Brookfield Library
Name	Yesennia Ruiz
Date submitted	1/16/2024 11:36:22 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Satisfied
OCLC rating	No basis for judgement
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	The ease of use for Workflows & messagebee make it useful to more staff members in the library.
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.	We used MobileStaff for our book bike but it takes time to set up and run. We wanted quick interactions with the public for checkouts and card signups. Aspen searches are too broad. A quick search for a title takes multiple steps. Most staff will search on Aspen then jump to Workflows because of the steps it takes to log in and then do masquerade.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Lyons Public Library
Name	Daniel Hilker
Date submitted	1/20/2024 10:17:04 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Somewhat satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Markham Public Library
Name	CHRISTAL BEYER
Date submitted	1/25/2024 2:10:22 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	I greatly appreciate the ease of Blue Cloud Analytics when I run reports for the IPLAR.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	10
Your comments on the overall experience rating	I love the ease of the online catalog and the new features that have been developed over the years. Workflows is user-friendly and simple enough for all staff to use.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	I am satisfied with everything. Thank you for all your support for public libraries!
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.	I am satisfied with everything. Thank you for all your support for public libraries!
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Membership Satisfaction with SWAN Platform: individual library results

Library	Matteson Area Public Library District
Name	Nikeda Webb
Date submitted	1/29/2024 4:29:25 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	No basis for judgement
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Maywood Public Library District
Name	Leighton Shell
Date submitted	2/5/2024 4:31:57 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	No basis for judgement
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	No basis for judgement
MessageBee rating	No basis for judgement
OCLC rating	No basis for judgement
Your comments on rating	I created an internal survey which I had my front-line staff complete. Of the 14 responses received, 6 were Circ staff, 5 were Ref/RA staff, 1 was IT, 1 was Tech Services, and 1 was Library Director. I went with the responses which had the majority vote. Even though No Basis received majority votes, each service had a few Satisfied votes.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	Of the 14 votes cast 9 was the majority vote. Average of the votes cast was 8.3. Lowest vote was 6 and highest was 10.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Easy to work with. Work Flows: Mostly intuitive. I like that Work Flows is easy to use. Workflows works well enough. No major complaints. OCLC is pretty easy to use, Aspen Discovery everyone seems to be able to understand. Bluecloud , once you figure out how it works, is very helpful! I like the fact you can open multiple windows on Workflows so that I can do multiple things at once without having to log in separately each time. Also everything is well labeled. I appreciate the new features in the online catalog. Patrons find it much easier to identify if a book is at our location. Most of the products I routinely use are functional and do their job well enough. The ease of use for each product is greatly appreciated. Many of the products are self-explanatory. I do not have sufficient experience with other similar products to give appropriate feedback. WorkFlows by SirsiDynix has indicated satisfaction by allowing us to provide our patrons with answers, such how many books they have checked out, if they owe any bills, or the due date for checked out items under the "Display User" tab. Another tab that I find useful is also under "Display User" tab is "user search" because it allows us to see if the patron has any other active library cards. Easy access tabs and organized information.
For the products for which you indicated dissatisfaction, please	In WorkFlows searching and putting a book on hold is a bit tedious, so I prefer to use our library's website instead. I am

Membership Satisfaction with SWAN Platform: individual library results

Library	Maywood Public Library District
provide detailed feedback on which features of which products you find problematic. Where appropriate, please attach screenshots and share attempted solutions.	<p>irked at Aspen constantly resetting the filters I apply. Some of the customization in Bluecloud analytics is locked down. I have worked with different products at different libraries, and SWAN ranks pretty high. I would like to be able to customize BCA reports rather than rely on canned reports. I have a complaint about how Workflows handles windows within the program. Sometimes you can have multiple tabs open, sometimes you can't and are forced to close current window to switch to a new one. As a workaround for that issue it sometimes has a button for the last user or item you looked up, except it doesn't always show that button. Aspen resets your existing search when you log in or use masquerade mode, which is incredibly frustrating when you are trying to place a hold for a patron. When entering a new patron card in user registration, it would be more useful to the person processing the cards to be able to have the product retain in a tabs information fields, the information that is specific to each library and consistent in every patron record. For example: the Address tab should allow for the city or village name, state, county and zip code to be a template that each library can create so that information doesn't have to be typed in for each individual card. Something that I have found to be problematic when using the WorkFlows by SirsiDynix tool is when it comes to placing an item on hold for the patron. After putting the user ID and the Item ID for some reason the tab "Place Hold" doesn't allow me to click it, so instead I place the hold for the patron through our Maywood Public library website.</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	McCook Public Library District
Name	Maria Solis
Date submitted	1/31/2024 1:27:36 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	No basis for judgement
MessageBee rating	No basis for judgement
OCLC rating	No basis for judgement
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	10
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Melrose Park Public Library
Name	Margaret Flanagan
Date submitted	1/26/2024 9:42:08 AM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Somewhat satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	Circulation staff is satisfied with Workflows.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	<p>Workflows: While the Circulation staff expressed overall satisfaction with Workflows and find it quite functional, Reference staff think its interface (especially when searching for materials) is "old-school" and "clumsy."</p> <p>Aspen: The Youth Services staff members want to be able to select multiple categories/filters at the same time. Reference staff think that the searching is not intuitive enough--staff members compare it negatively to google searching.</p> <p>Blue Cloud Analytics: One comment from a staff member: "If you only use it once in a while, it is extremely difficult to navigate. There are too many choices and options, many of which seem similar."</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	Messenger Public Library of North Aurora
Name	Dawn Ritter
Date submitted	1/20/2024 9:26:24 AM
WorkFlows rating	Dissatisfied
BLUEcloud Analytics rating	Dissatisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	Workflows and Blue Cloud are not user friendly for the average human being. There are much better options out there and when I first was working at a Swan library in 2014 I was shocked that you all did not go with Polaris. Now that I have returned to a Swan library in 2022, I am disappointed that we still do not have Polaris. I don't understand why we would continue to entertain Workflows.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	1
Your comments on the overall experience rating	Workflows= 1
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	The Aspen catalog is nice and I like the new App.
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.	Blue Cloud is much too complicated and some reports are only available by email as a PDF only? Why. It's been 10 years and clearly they have not made the data collecting/reports/process any better so I am puzzled as to why we would keep Workflows/Blue Cloud when there are better options. I have been through an ILA migration and it does suck yes, but wouldn;t we want to endure that for a better product?
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Membership Satisfaction with SWAN Platform: individual library results

Library	Midlothian Public Library
Name	Jennifer Cottrill
Date submitted	1/8/2024 3:59:09 PM
WorkFlows rating	Dissatisfied
BLUEcloud Analytics rating	Dissatisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	To be most precise, we would rate our experience with WorkFlows as "somewhat satisfied, leaning toward dissatisfied." While it basically does its job, it is annoying for a wide variety of reasons listed below.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	While we rated three products "satisfied," and three products "unsatisfied," we are just a little better than center in our overall satisfaction with all platforms, largely because we have been able to rely on SWAN staff for assistance when needed, e.g., with Blue Cloud Analytics reports.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	We are very satisfied with Aspen. Staff and patrons find searching and finding easy. We are satisfied with Message Bee so far and specifically like the beta interface. WorldShare & WorldCat work smoothly.
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.	WORKFLOWS: Outdated interface; reference staff opt to use Aspen instead; searching for a slightly misspelled title is nearly impossible; sometimes "keyword" search will switch to "exact" without notice; large number of irrelevant search results; item sorting is poor; awkward switching between multiple screens (staff member with previous use of Sierra reported their single-screen interface as much easier); "NOT" boolean operator does not work for titles with "not" in the title. BLUE CLOUD ANALYTICS: Too much content to understand it; crowded; too much reliance on boolean operators; so many reports per folder make it confusing or unclear; impossible for two staff to run reports at the same time because of the queue. MOBILE CIRC: No capacity to make new library cards, which is our #1 objective at outreach events; screens are awkward and hard to switch between.
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Membership Satisfaction with SWAN Platform: individual library results

Library	National University of Health Sciences
Name	Patricia Genardo
Date submitted	2/5/2024 5:03:43 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Dissatisfied
MessageBee rating	No basis for judgement
OCLC rating	No basis for judgement
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	North Riverside Public Library District
Name	Natalie Starosta
Date submitted	12/13/2023 9:40:43 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Northlake Public Library District
Name	Laura Bartnik
Date submitted	12/20/2023 1:33:38 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Dissatisfied
OCLC rating	Satisfied
Your comments on rating	<p>Alot of these products are clunky poorly designed and not intuitive.</p> <p>Aspen still needs to improve search results, consistently push our items to the top, and make it more clear to patrons (item status and locations.)</p> <p>Message Bee looks nice, but the roll out seemed disorganized, too much staff intervention.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Oclc- we use it sparingly and it seems to work well.
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.	Again these platforms are poorly designed and require alot of staff intervention. Finding help topics is hard. Basic training is provided but for more advanced issues staff feel on their own.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Oak Lawn Public Library
Name	Jenny Yasecko
Date submitted	1/19/2024 4:02:08 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Aspen Discovery is a great product for both staff and patrons. It allows staff to easily place a hold on an item for a patron. It is also easy to search the collection for an item.
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Oak Park Public Library
Name	Joslyn Bowling Dixon
Date submitted	2/8/2024 12:31:14 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Palos Heights Public Library
Name	Jesse Blazek
Date submitted	2/6/2024 9:20:35 AM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	<p>WorkFlows: Acquisition module continues to be complex for simple task such as canceling orders. Some wizards are only available in certain login profiles, for example the Global Item Modification wizard can only be used with the Tech login. Therefore, Circ staff needs to log in to the Tech profile to do a basic task like changing item information on a group of items. Another dislike, not being able to delete an item record if there is an open order record from a library. In order to delete the item record, it needs to be checked out to the DISCARD user card.</p> <p>BLUEcloud Analytics: SWAN has improved on providing a lot more reports. Negative reviews would be that the information is not updated until the next day, it is not as flexible to manipulate a report and it is not as easy to train staff to really use BCA to its full potential. Unfortunately, staff opt-out to using BCA for weeding or collection maintenance, and use an old method of checking item information by scanning item barcode for each item.</p> <p>MobileCirc: Disappointed that this isn't farther along yet.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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,	

Membership Satisfaction with SWAN Platform: individual library results

Library	Palos Heights Public Library
please attach screenshots and share attempted solutions.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Palos Park Public Library
Name	Jessica Rock
Date submitted	2/6/2024 2:41:35 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Prairie State College
Name	Dawn Sterning
Date submitted	1/22/2024 3:48:34 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	No basis for judgement
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Prairie Trails Public Library District
Name	Mary Ann Lema
Date submitted	1/22/2024 11:27:20 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Overall, staff are happy with Workflows and WorldShare ILL and Worldcat Discovery.
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.	Personally, I feel like there should be more instruction provided for BlueCloud Analytics, whenever I need to run a report, it takes a long time to figure it out, and then I wonder if I did it correctly.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Richton Park Public Library District
Name	Laura Van Cleve
Date submitted	1/23/2024 3:13:49 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Satisfied
OCLC rating	No basis for judgement
Your comments on rating	We do not know how to use OCLC functions. We need training and no training is offered.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Riverdale Public Library District
Name	Katherine Holt
Date submitted	2/5/2024 4:50:35 PM
WorkFlows rating	Dissatisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	No basis for judgement
MessageBee rating	No basis for judgement
OCLC rating	Dissatisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	
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.	SirsiDynix Workflows is, from my experience, obtuse and far from user-friendly. This makes training new hires horrendously difficult and slows down customer service. The searchability for items and general interface options leaves much to be desired. I truly think that we need to seek out a different platform for our services. Polaris may be a viable option, or perhaps something else, but I believe that we need to look at transitioning to a different library service platform sooner rather than later.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Riverside Public Library
Name	Janice Foley
Date submitted	2/5/2024 7:13:30 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Somewhat satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Roselle Public Library District
Name	John Rimer
Date submitted	2/8/2024 3:24:33 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	If offered the choice of highly satisfied, I might have selected those options for Aspen and WorldShare. Both are remarkable tools and contribute greatly to our ability to serve our patrons.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	Any deficiencies in some of the platforms are more than made up for by the friendly, responsive, and comprehensive support we get from SWAN staff.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	For the products we are satisfied with, I think it's fair to say that the interfaces and functionality are clear and easily fit into our workflow. It's really about being able to do your job quickly and efficiently without an overly burdensome learning curve or needing to constantly retrain yourself on how to use basic features. I'm optimistic based on the platforms we are satisfied with, that it's just a matter of time before the other products meet those same criteria as they are replaced one by one.
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.	<p>WorkFlows is a complex and useful platform, but the interface is hopelessly outdated and can be difficult to navigate. Consequently, there is a steep learning curve for staff and the Help section is barely intelligible. However, the documentation on the SWAN site supporting the circulation functions of WorkFlows is well-considered, and any deficiencies in the platform are more than made up for by the friendly, responsive, and helpful support we get from SWAN staff.</p> <p>Messagebee is proving to be useful, but the elimination of the renewal notifications has upset many of our patrons. I also find the constant influx of empty reports to be a huge time-waster to go through. I'm hoping there's something in the documentation that explains how to throttle that. If there is, I retract my comment about that feature!</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Roselle Public Library District
	<p>Although I do not have any particular issue with BLUEcloud Analytics, a colleague expressed some reservations, which I will pass on:</p> <p>"Regarding BlueCloud Analytics, my issue is less with the app itself and more with how the consortium allows (necessarily, but frustratingly) enough variance in cataloging practices to not be able to get intuitive, simple reports done on individual areas of our larger collections. Because we all operate on different naming conventions in call numbers and SWAN hasn't decided to enforce, for some IC markers, required use and consistency, I can't even use that in lieu of call numbers to try to drill down to the data I need. Or, if I can, it's not clear how. I don't want to have to piecemeal 17 different reports to get the closest to, without actually being, accurate in terms of the use of the collection."</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	Saint Charles Public Library District
Name	Kate Buckson
Date submitted	1/23/2024 9:50:48 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	<p>Workflows: There are limitations due to the way it is implemented in SWAN. Some of these limitations may be due to the consortium's size, but some relate to their choices. I would hesitate to change ILS unless the alternate product has been proven in a consortium of our size. Every ILS has problems, and it is a laborious process to change. I'm concerned with the negative comments Bib Services staff have been making about WorkFlows/SirsiDynix this past year. All ILS products have pros/cons but I believe the pros of WorkFlows far outweigh the cons. There can be a steep learning curve for this product and I'm concerned that difficulties SWAN staff have are being seen as flaws within the product themselves rather than just training/education issues. Also, some of the drawbacks that have come up in SWAN meetings are not really issues with the product itself but with the SWAN implementation limitations that have been placed. For example, authority control has been an issue of discussion recently. Part of the reason that our authority records are a bit of a mess is that member libraries are not given access to bringing in or editing authority records ourselves. Our authority records are not inconsistent because of the membership's lack of education or understanding of how these records work. SWAN made the decision to limit our access in WorkFlows to the authority file so the authority record management has always been SWAN's responsibility.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>Bywater has been responsive to our development requests. It has many good features. I love the ability to update covers and merge/separate record groupings. Overall, it also seems</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Saint Charles Public Library District
	like they are really great to work with and incorporate our feedback into each release.
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.	<p>Renewal notices are important, and we wish we still got them.</p> <p>Member libraries need to be able to be Creators in BCA (BCA User Roles Info). Right now, we can't even create our own folders to organize our reports. It's unacceptable. We shouldn't have to ask SWAN for everything. SWAN staff are always very nice and accommodating, but we shouldn't have to submit a ticket every time we need to create a report or modify something or add a field or do anything. We all are Reporters and it's very frustrating. (I can't even make a folder to organize all my reports! They are just in a big list! And I don't want to have to ask SWAN to make me a folder; that's a waste of everyone's time.)</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	South Holland Public Library
Name	Christyn Rayford
Date submitted	2/6/2024 1:16:18 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Somewhat satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	BlueCloud Analytics is not a user-friendly portal.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	5
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	BlueCloud needs some more updating to make information gathering more readable and functional for day- to- day operations. Its just used by us mostly for monthly reporting.
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Steger-South Chicago Heights Public Library District
Name	Jessica Rodrigues
Date submitted	1/29/2024 1:19:29 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Satisfied
OCLC rating	No basis for judgement
Your comments on rating	The new app is very slow to load even on a new phone and accessing the catalog through the browser is much faster.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	
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.	From my own experience in other libraries and from speaking with my peers in other library systems, I would be very happy to see a different ILS as this one isn't very intuitive and is difficult to train new staff to use.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Stickney Public Library
Name	Tammy Sheedy
Date submitted	2/6/2024 4:04:54 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Workflows has been running smoothly, and the Aspen upgrade and features have worked well for us.
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Theosophical Society in America
Name	Rubyliza Gaba
Date submitted	2/6/2024 9:52:48 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Thomas Ford Memorial Library
Name	Ted Bodewes
Date submitted	12/18/2023 9:42:31 AM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	9
Your comments on the overall experience rating	We wish that Workflows allowed for more intuitive browsing for materials in the way that Aspen does, but I believe that is addressed in the upcoming Bluecloud Circulation module.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	TFS is satisfied with the current software products in use by SWAN libraries. We are particularly fond of the Aspen catalog and Message Bee, but we are satisfied with all of the software.
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Thornton Public Library
Name	Kathy Dejnowski
Date submitted	2/5/2024 4:48:39 PM
WorkFlows rating	Satisfied
BLUEcloud Analytics rating	Satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Tinley Park Public Library
Name	Zach Musil
Date submitted	1/25/2024 12:22:54 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>RE: ASPEN DISCOVERY -- The masquerade mode and grouped records have been extremely useful.</p> <p>RE: ASPEN DISCOVERY -- Masquerade mode is a helpful feature.</p> <p>RE: ASPEN DISCOVERY -- I am glad that cover images for editions were added.</p> <p>RE: MESSAGEBEE -- I think the formatting and customization capabilities for emails to patrons is good.</p>
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.	<p>RE: WORKFLOWS CATALOGING -- Cataloging hold tab should show the number of local holds. It is extra steps to select the tab and then sort to determine if there are holds for your library patrons.</p> <p>RE: WORKFLOWS CATALOGING -- If an item is moved from one bib record to another the library's holds should move with the item.</p> <p>RE: WORKFLOWS CATALOGING -- Not able to delete an item because an order record exists.</p> <p>RE: WORKFLOWS CATALOGING -- Not able to delete an item because patrons from another library has a hold on the title.</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Tinley Park Public Library
	<p>RE: WORKFLOWS CATALOGING -- Not able to edit a bib record and add an item in the same task. You must be in Call number & item maintenance to add an item.</p> <p>RE: WORKFLOWS CATALOGING -- A prior system had a process that when searching by ISBN it would show that you owned another format of the title. I.e. Paperback or hardcover, it would inform you that already owned the item.</p> <p>RE: WORKFLOWS CATALOGING -- In the different display formats the author should only be taken from the 1xx field. If there is not an author the 7xx should not be used.</p> <p>RE: WORKFLOWS CATALOGING -- Authors of different seasons of the same television series vary. For The Good Wife, the five seasons have three different "authors" (actors); the choice reflects nothing about the predominance of a specific actor within that season. This is very confusing to patrons and staff.</p> <p>RE: WORKFLOWS CATALOGING -- For the brief display in Workflows the whole 245 should be used.</p> <p>RE: WORKFLOWS CATALOGING -- When an item is saved there should be a last saved date field. Reports rely on the last activity date and with the date not changing it hampers retrieving the correct data.</p> <p>RE: WORKFLOWS CATALOGING -- When searching by call number in Symphony punctuation should be ignored when results are sorted. i.e. Bronte Family should display after Bronte, Emily not before Bronte, Charlotte.</p> <p>RE: WORKFLOWS CATALOGING -- Extended item information fields should sort alphabetically. At times an item has 5-10 extended item fields and it is easy to miss the data you are looking for. If the fields were sorted alphabetically it would make it more efficient when trying to locate information.</p> <p>RE: BLUECLOUD ANALYTICS -- It is not intuitive to use. Regular users need extensive training to know how to build a report.</p> <p>RE: BLUECLOUD ANALYTICS -- Reports do not export in a print-ready format.</p> <p>RE: ASPEN DISCOVERY -- Aspen's catalog search leaves a little to be desired in my experience. There are times when we do a search for items that I know we own, but it won't</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Tinley Park Public Library
	<p>turn up in a search on the Aspen catalog. As an example, a patron was in just last week looking for Succession season 2 on DVD. They had tried to search for it themselves to place a hold, but couldn't find it in the catalog. I did a search in Aspen for Succession season 2. Without applying filters, Succession season 2 does not come up on the first page of results. The first season, third season, and fourth season do, but season 2 is result 23 (making it #3 on the second page of results). If you do take the time to apply a filter for just DVDs, then season 2 will be result #8. Either way, this seems a bit excessive. Seasons of Game of Thrones, Downton Abby, and House of Cards all show up before what I'm searching for. Previously in Enterprise, these results would be the top results, without filters. The only way I was able to get the result to show up first was by typing "Succession the complete second season". In my experience, this is a more specific term than what patrons would normally search for, and really, more specific than most library staff would try as well. This makes the experience of trying to find titles frustrating both for library staff and for patrons who are trying to do the search themselves.</p> <p>RE: ASPEN DISCOVERY -- The relevancy of the search results could be improved.</p> <p>RE: ASPEN DISCOVERY -- The relevancy of search results needs work! The item I'm searching for is often much further down the page than expected, and/or results are not in an order that makes sense.</p> <p>RE: MESSAGEBEE -- Patrons have not responded well to the discontinuation of auto-renewal notification emails.</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	Town and Country Public Library District
Name	Megan Shumaker
Date submitted	1/15/2024 3:56:55 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Somewhat satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Somewhat satisfied
Your comments on rating	Everything functions alright, but some things like WorkFlows and BLUEcloud are a little clunky, and it seems like there should be more modern and user-friendly options available by this point.
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	These products meet our needs, but some of them could do so more quickly and smoothly. For example, it is quicker and easier to place a hold through Aspen than through WorkFlows, whose interface is dated.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Aspen is user-friendly with a slick interface. It takes less clicks than accomplishing the same function on WorkFlows. The patrons intuitively understand how to use it.
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.	<p>A major difficulty with WorkFlows is that searches have to be precise and error-free to be effective. If there is even one typo, it will not return usable results. This can cause us to unnecessarily fail to fulfill a patron's request. There are also some other clunky issues that arise with certain types of searches (see attached document).</p> <p>The reporting mechanism on BLUEcloud is not intuitive. It can give you a lot of information, but only if you know how to find exactly what you're looking for.</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	Villa Park Public Library
Name	Sandra Hill
Date submitted	2/8/2024 10:24:25 AM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Dissatisfied
Aspen rating	Somewhat satisfied
MessageBee rating	Satisfied
OCLC rating	Somewhat satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	Staff consistently have to toggle between workflows and Aspen to identify if the library owns a title. Not sure if it is the bibliographic records that need to be cleaned up or whether the software is pulling inconsistent results.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	MessageBee is great and is very easy to use.
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.	We stopped mobilecirc since it was a bare bones product which did not provide patron information. Workflows should really should be more windows based software. Very clunky product and not intuitive.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Warrenville Public Library District
Name	Jason Stuhlmann
Date submitted	1/15/2024 12:27:35 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	After speaking with managers, it is generally felt that all staff have loved the decision to join SWAN in 2020. The overall service is good, and the easy, increased access to more material for our patrons is wonderful. Managers stated that what is done well is great. And on the whole, SWAN is on the cusp of being great, but does need some improvements to address some of the frustrations mentioned below.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	Aspen - The switch to using Aspen has been great. There are still a lot of covers missing or mismatched to the correct edition (which feels like a bad look for libraries), some of the records need cleaning up to address incorrect audience levels, etc. (and we realize that is probably a library cataloging issue, not an Aspen issue), and one or two folks feel that search results can be overwhelming with all the information and sorting options presented (these are staff that don't use it regularly and are not on public desks). But overall, most everyone really does love it and is happy. We love how SWAN and Aspen are always making tweaks and improvements, rather than addressing issues once or twice a year. And SWAN staff are really responsive in responding to Aspen issues. I know it was in the works, but ByWater & SWAN being able to pivot and so rapidly put out an app replacement was great. While it can sometimes make a record long with all the formats, we love the FRBR-ization, which makes it so easy to find the format you're looking for. The quick format and location filters at the top of search results also makes refining your search really easy. I will say for myself having been in SWAN for over 20 years now, the current Aspen catalog is the best iteration of our online catalog that we've had, especially

Membership Satisfaction with SWAN Platform: individual library results

Library	Warrenville Public Library District
	<p>knowing that ByWater & SWAN are continually working on improving it even more so that it doesn't stay stagnant.</p> <p>MessageBee - The majority of us were satisfied. The interaction with user accounts is good. We haven't completely made use of all the features, but like what's available. One issue I see as someone who places holds on AV, is that it is often lacking the covers for newer AV material, which kind of undermines the goal of having covers to show people their items. My marketing staff, on the other hand, are less satisfied - having to contact Unique instead of SWAN for support (like we do Aspen & Workflows) is frustrating. There was an issue with the specifications for graphic size dimensions not matching how it was actually displaying, and it took months of back and forth with Unique not really seeming to want to make global fixes but rather just patch the one instance.</p>
<p>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.</p>	<p>Workflows - While managers said it generally gets the job done, they say it is clunky, dated looking, and is not intuitive or user friendly. A majority of staff find it difficult to search for items in Workflows (and tend to use Aspen, copy the ISBN, and then paste that to search in Workflows). Having an autosuggestion for searches in Workflows would be helpful. Sorting is difficult. There are too many specific wizards to do things, often requiring you to close out wizards to open others.</p> <p>BlueCloud Analytics (I had 2 mark Dissatisfied, and 2 mark Somewhat) - Generally not very user friendly. Creating our own custom reports is very difficult (though the templates available are great, and SWAN help is wonderful). One manager mentioned that sometimes the report gives too much information, and it is frustrating and hard to edit/delete that info every time to make a report readable. While my own use has been very limited, I remember the demo at a Quarterly back in 2015 (?) where it was click, click, boom! And the room applauded. It doesn't feel like it ever quite lived up to that demo.</p> <p>OCLC - My Acquisitions & Cataloging Manager is satisfied, finding no issues. My Public Services Manager who does ILL and managers staff accounts was only somewhat satisfied and finds the user management and account creation to be awful. He acknowledges that it has gotten a little better, but there was an issue at some point of staff getting booted out to start a new session, or receiving error messages when logging in.</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Warrenville Public Library District
	He does mention, though, that the overlay with Aspen is great and works well.
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Membership Satisfaction with SWAN Platform: individual library results

Library	Westchester Public Library
Name	Fidencio Marbella
Date submitted	1/29/2024 3:43:07 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Somewhat satisfied
Your comments on rating	<p>On WorkFlows staff would like the ability to export search results to Excel. Items that have been sent to referral status will eventually fall off a patron's record. They are charged a \$10 referral fee but eventually we do not know what item the referral fee was charged for. We'd like to see a simplified process for staff to pay bills and for registering new users for library cards. Can there be a customizable template we can create for registering a new user? Is there a way to prevent items from being checked out to past due dates? Millennium had the ability to easily bring up previous recent patrons, can't WorkFlows do that too?</p> <p>On BLUECloud, reports sometimes will include results that are outside the scope of the search.</p> <p>Can the Workflows search be more Aspen-like since Aspen seems to include better search results?</p> <p>On MessageBee bring back automatic renewal messages. Incoming text messages need more info other than just the patron's phone #, how about their name and/or barcode #?</p> <p>In WorldShare, when viewing search results, it is difficult to navigate back to the main page and start a new search. WorldShare needs to more accurately reflect a library's current collection.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	6
Your comments on the overall experience rating	<p>Barely adequate and functional but many features are missing that would make our staff so much more efficient and productive. WorkFlows search can be very confusing for staff. Staff who had experience with Millennium found it much simpler to use. WorkFlows has more versatility but that versatility tends to create more confusion over simple tasks.</p>
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	

Membership Satisfaction with SWAN Platform: individual library results

Library	Westchester Public Library
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.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Westmont Public Library
Name	Colleen Seisser
Date submitted	1/30/2024 4:57:23 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Somewhat satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	<p>Workflows seems to have some quirks where at times it does random, unexplained things. (e.g. a received item will not show up as received when you go to load it. OR when you receive something, everything will gray out and not allow you to add the received items to the invoice. So you need to close out the Receive Orders module and go back into it to pick up where you left off.)</p> <p>Both Workflows and BCA have a high learning curve for new staff members. BCA especially is confusing for staff because of the language used for report names.</p> <p>Aspen too often shows incorrect cover art and/or descriptions.</p> <p>Patrons have been confused about whether items auto-renewed since MessageBee stopped sending out renewal notices.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	It can be annoying to receive and catalog new items when there are indexing issues.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	<p>WorkFlows tends to be better when searching very specifically, and Aspen is more forgiving. To be honest, Aspen could probably replace WorkFlows at some point, if a few extra features were added.</p> <p>Aspen's grouped records feature is a favorite.</p> <p>The searching in Aspen doesn't always return great results, but folks are much more likely to find the specific format they're looking for since all the formats and editions are together.</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Westmont Public Library
	<p>Aspen Discovery is a usable and flexible system. Most patrons that I interact with understand and can work the system well and it fits their needs adequately.</p> <p>All the features of the Aspen account details are easy to locate and navigate. I know out patrons utilize the "list" feature a lot, and it is easy to create and manage the lists. I like the option for featured lists on the homepage giving patrons a chance to see what is new and on shelf.</p> <p>Messaging has improved since MessageBee integration. MessageBee has been a fantastic upgrade. The reports and overall delivery/accuracy of the system has been great.</p> <p>WorldShare/WorldCat Discovery is a valuable tool that a small subset of our patrons utilize regularly. It works generally without any issues outside of regular maintenance.</p> <p>For the patron side of WorldCat, I like that the search bar is very big in the middle of the page so patrons can find it easily. It also makes it easy to see where the item is coming from although I think it could be clearer that patrons have to contact their local library to place a request through OCLC for items outside their library system.</p> <p>I have done a lot of OCLC work through WorldShare, and although it is a bit of a learning curve at first, I think it is easy to learn and get used to. The Quick Links on the home page are helpful. I also like that you can find requests that have been closed which helps if the patron wants the item again.</p>
<p>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.</p>	<p>Workflows could always be easier to navigate, e.g. jumping through multiple windows. Looking forward to BC Circ with hyperlinks, etc., whenever that may launch!</p> <p>Workflows feels like an antiquated piece of software that we are still being required to use for no discernable reason. It frequently crashes or freezes requiring a full restart of the program.</p> <p>In Workflows, the search defaults to Keyword as the Type which gives very different results than the search with Browse as the Type. Browse tends to be more accurate.</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Westmont Public Library
	<p>I don't like how often WorkFlows crashes and/or becomes frozen. I've noticed it happens a lot when I am away from the computer for a while with it still up and then I come back and it is either frozen or says a remote host made it close.</p> <p>The search function to say place a hold in Workflows is very picky if anything isn't written exactly as it is in the item record.</p> <p>For BCA, the training was good, but it is still not obvious how to get to a specific report without checking notes to make sure you are clicking through all the screens correctly. It doesn't have a user friendly flow.</p> <p>I think BLUECloud Analytics could be a lot more user friendly. A user who is trying to teach themselves how to use it would probably run into a lot of problems without outside help from others who are familiar with the program. There are a ton of reports on there that really have no interest for most of the staff.</p> <p>The organization of reports in BCA continues to be confusing - it can be difficult to find an appropriate report when browsing the canned options since there are so many similar titles or reports with only one additional filter, etc.</p> <p>It would be great if library staff could tailor more reports in BlueCloud without having to submit tickets to SWAN. It is not an intuitive user experience, and the names of reports are not obvious. A lot of work needs to be done by each library on the front end in order to use it successfully.</p> <p>BLUECloud Analytics is a frustrating piece of software due to the large number of libraries it is trying to accommodate. The language used within is not clear for a majority of library staff necessitating extensive training and documentation. Training sessions held by SWAN in the past have not been adequate in preparing staff and libraries tend to share best practices by word of mouth with each other rather than go through SWAN. Useful reports such as High Demand Holds take a long time to run due to the fact that BLUECloud is checking every library's item during the report and even then, the report</p>

Membership Satisfaction with SWAN Platform: individual library results

Library	Westmont Public Library
	<p>displays misleading or confusing data thus requiring staff to navigate and prune the report further.</p> <p>Solutions for Workflows: Using Masquerade mode in Aspen Discovery instead of Workflows.</p> <p>I have been able to work around indexing issues in Workflows by obtaining TCNs from Aspen, which are then used to open Workflows records. This unfortunately takes extra time.</p> <p>Solutions for BCA: Re-visit BCA training and learn to customize my own reports</p> <p>Creating individualized department folders and renaming reports in BCA seems like it's going to be the most helpful solution to the discomfort staff have with that platform. Creating folders specific to our department on BLUECloud has also made it easier to find the reports we need.</p> <p>Funnel and distill staff questions to SWAN to achieve specific outcomes in BLUECloud.</p>
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Membership Satisfaction with SWAN Platform: individual library results

Library	Wood Dale Public Library
Name	Chris Renkosiak
Date submitted	2/6/2024 3:58:12 PM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	No basis for judgement
Aspen rating	Satisfied
MessageBee rating	Somewhat satisfied
OCLC rating	Satisfied
Your comments on rating	<p>Workflows: It's not the most intuitive program, and I would imagine there is something out there that is a little easier to understand, to train people on, and looks more updated.</p> <p>Bluecloud: This is the most intimidating stats software I've ever seen, and unless you know exactly what you're looking for, is difficult to navigate.</p> <p>Messagebee: I wish the notifications for autorenewals was still a thing. (that's the only feedback our staff provided me)</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	7
Your comments on the overall experience rating	<p>I imagine there is more to each product than we are currently using. As with most small libraries, every moment of everyone's day is crucial. Learning (and subsequently teaching) how to use so many different products has proven to be something we just haven't had the time for.</p> <p>When I asked our staff for feedback overall, they mentioned things like "workflows is clunky" and "it's fine, it gets the job done." After prodding them a bit more, however, I quickly realized that they have nothing to compare Sirsi to--the majority of our staff has been working at our location for 10+ years, especially at the management level. Coming from a CCS library last year, I have a basic understanding of Polaris and its capabilities. While no system is perfect, I am looking forward to seeing proposals and updates from other providers as SWAN navigates the Sirsi contract expiration if for no other reason than to show the rest of our staff what else is out there.</p>
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	The catalog produces records for patrons to view. It does what it needs to do in a simple way.
For the products for which you indicated dissatisfaction, please	

Membership Satisfaction with SWAN Platform: individual library results

Library	Wood Dale Public Library
provide detailed feedback on which features of which products you find problematic. Where appropriate, please attach screenshots and share attempted solutions.	
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Membership Satisfaction with SWAN Platform: individual library results

Library	Woodridge Public Library
Name	Patti Naisbitt
Date submitted	1/30/2024 8:51:31 AM
WorkFlows rating	Somewhat satisfied
BLUEcloud Analytics rating	Somewhat satisfied
MobileCirc/MobileStaff rating	Satisfied
Aspen rating	Satisfied
MessageBee rating	Satisfied
OCLC rating	Satisfied
Your comments on rating	<p>-Somewhat satisfied with WorkFlows because we still can't place multiple holds for one user such as Book Discussion. Must do one at a time. Library holds still do not work properly - must place multiple Copy holds. Also, we've been waiting for BlueCloud Circ since 2015!</p> <p>-Somewhat satisfied with the BlueCloud Analytics/data analysis and reporting from SirsiDynix because we do not have circulation statistics by year and some other statistics are cumbersome to obtain.</p>
Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	8
Your comments on the overall experience rating	It's crucial to make the holds improvement noted above and have a firm timeframe on the BlueCloudCirc module; right now the benefit of a good product facing the patrons offsets the lack of progress on a better product for staff--as time passes with staff making do with a less than satisfactory experience this may not always be the case.
For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.	-Highly satisfied with the latest (not the original) Aspen Discovery SWAN OPAC supported and developed with ByWater Solutions. It's attractive, easy for patrons to use, good search results. We want to continue using this product.
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.	
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SWAN Budget Information & Guidelines

Fiscal Year 2025 (July 1, 2024 – June 30, 2025)

Introduction

The SWAN budget is introduced to the SWAN Board at its November meeting, with scheduled input from library directors at a February Committee of the Whole meeting, and concluding with a membership approval at the March SWAN Quarterly meeting.

Budget Highlights

Improving Membership Support

The SWAN helpdesk ticketing system has been in use for over 10 years and is ready for replacement. We have conducted research into a new platform for libraries to use for submitting inquiries or requesting support from SWAN. A new helpdesk system will assist library staff via a web interface that will use automated tools suggesting help based FAQ we build into the platform, which will speed up problem resolution. Library staff will be able to see their library's requests for SWAN support and track the resolution online. The new system will also include a "customer relationship management," or CRM, which will be used to organize member libraries in its usage of 3rd party tools SWAN integrated with, e.g., CollectionHQ, RFID, etc., and include library personnel as part of the CRM. This expense will be part of the #5470 Support Services budget.

Security & Performance Improvements

This budget reflects changes to SWAN infrastructure, with a goal to improved security and performance. The 2021 IT security audit recommended the addition of a "manage, detect, and respond" system, which we have contracted with Arctic Wolf for our independent security monitoring. We recommend adding to the IT infrastructure the use of a single sign-on solution, otherwise known as an SSO. This service will reduce the multiple logins utilized by SWAN for library staff into a single login and password. Once in place, the SSO will serve as the authentication mechanism for SWAN's future ILS staff client. These vendor provided and supported environments offer improved performance and resolution of issues, as well as shifting the burden and liability of information security and hardening of servers to our preferred contracted vendors, away from SWAN. Much of this work was completed in the prior fiscal year, and this budget reduces or eliminates expenses associated with the prior self-hosting. The budget sets expenses with Pantheon hosting of SWAN Support for three years fixed cost.

Addition of Addison Public Library & exit of Prairie State College

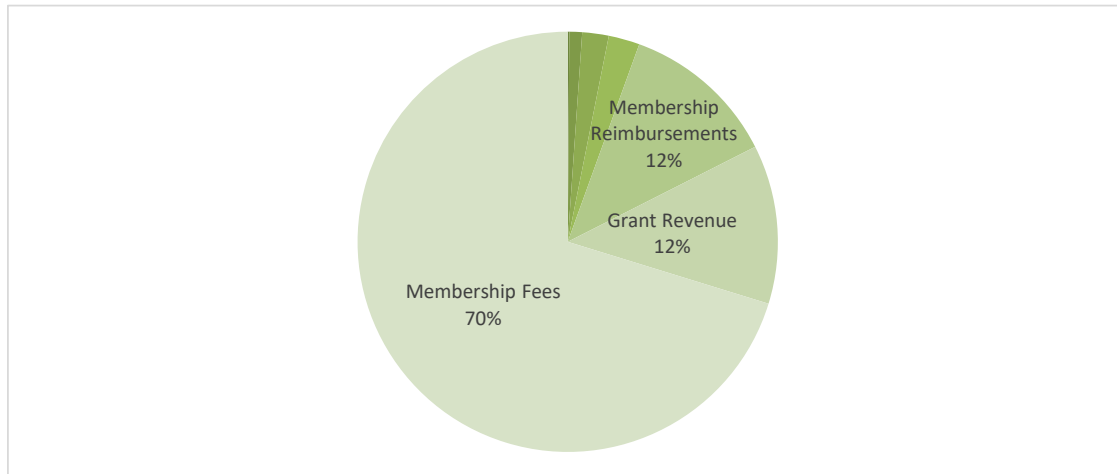
Addison Public Library was approved for full membership in SWAN, and the library went live on SWAN in November 2023. This budget includes the addition of the library for a full year from a revenue and expense standpoint. The exit of Prairie State College from SWAN subtracts its membership fee revenue to the consortia within this budget, which is more than offset with the addition of Addison's fees to SWAN revenue.

Addison Public Library		
Revenue - Membership Fee	\$	70,367
Expenses (licensing add-ons)	\$	27,410
Net	\$	42,957
Prairie State College		
Revenue - Membership Fee	\$	18,333

SWAN 50th Anniversary

SWAN was founded as a service in 1974 and 2024 will be its 50th year anniversary. The Expo event in August 2024 should include a celebration of this achievement.

Revenue



Membership Fees

4010 SWAN Full Membership Fees \$2,871,727

SWAN assesses membership fees based on academic, school, special, and public library. The formulas used for each are detailed on the SWAN support site under About > Board > Budget & Fees. Membership fee revenue includes Addison Public Library. SWAN's FY25 membership fees are based on the 2021 tax year, and the variations of the tax revenue and debt service per library will result in individual library fee changes.

4011 SWAN Internet Access Membership Fees \$3,700

The Internet Access level service for school libraries continues through this fiscal year with 10 schools participating with partner SWAN member public libraries.

Membership Reimbursements

4110	Member One-Time Project Receipts	\$0
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This budget line would be used if a library needed to reimburse SWAN for one-time expenses incurred. For example, if the RAILS Catalog Grant were no longer available, a library joining SWAN would pay SWAN for the one-time expenses for the vendor expenses. No one-time projects are anticipated for this budget.

4190	Member Group Purchase Receipts	\$491,375
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Libraries that reimburse SWAN for group purchases are indicated in this budget line. EBSCO database group-purchase revenue collected from public libraries year 5. Additional group purchases such as Comics Plus from Library Pass are included in this revenue line.

Reimbursements

4220	Reimbursement Losses for Resource Sharing	\$50,000
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Revenue associated with reimbursement for ILL or reciprocal borrowing with libraries outside of the SWAN consortium, e.g. Chicago Public Library.

4230	Collection Agency Fees	\$0
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SWAN may collect a modest fee for administering services within the Unique Management collection of unpaid reciprocal borrower invoices. This budget no longer includes the revenue.

4240	E-commerce transactions	\$43,000
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Payments made through the Aspen Discovery catalog by library users will be recorded as revenue and then distributed back to member libraries as an expense off-set in this budget.

4250	Deaccession transactions	\$5,000
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Revenue collected from deaccession of SWAN equipment or furniture.

Grant Revenue

4310	RAILS Support to SWAN	\$500,616
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RAILS provides support to SWAN through an annual grant to support regional resource sharing. The grant amount to SWAN is divided equally between all public libraries and is indicated as a discount off SWAN membership fees. The funding from RAILS is based on a formula which divides a grant \$2.25 million between six entities known as LLSAPs.

4320 Other Grant Revenue

Revenue received as part of the addition of a new library to SWAN will be recorded in this budget line. No joining libraries are planned for this budget year.

Registration & Event Receipts

Any revenue collected as part of the SWAN Expo are recorded in this budget line. This includes vendor table fees or libraries invoices for the event to offset event catering. This budget includes the annual conference event.

Investment & Interest

SWAN interest income is generated from a Money Market account with interest rates adjusting based on financial markets. The rates over the past year have been steadily increasing, and this budget anticipates a higher yield than last year's budget.

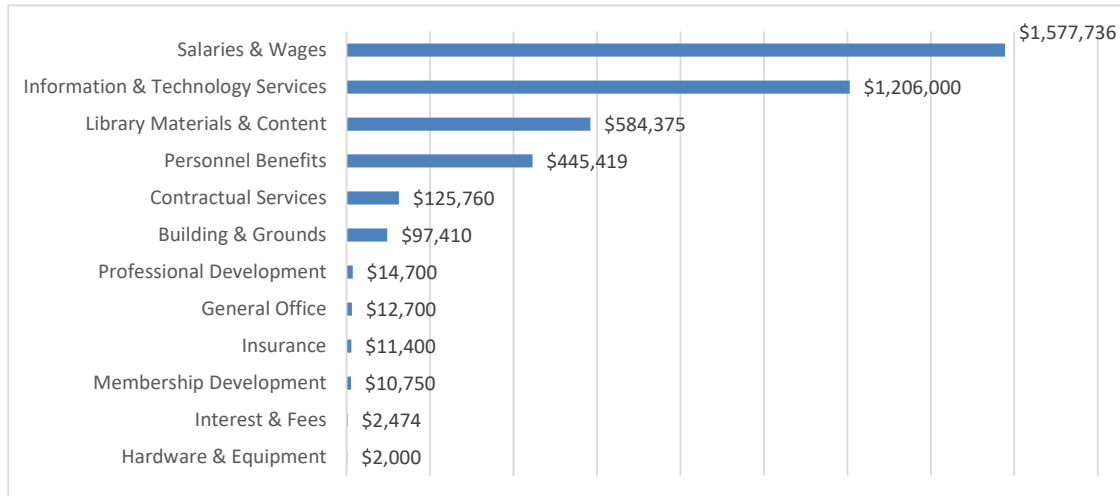
4520 Investment Income

SWAN currently is a member of IMET. Should the organization decide to invest, the annual income would be recorded in this budget revenue line.

Reserve Fund Transfer

The reserve fund for SWAN is tracked on the monthly finance report as unrestricted funds. The use of the excess operating fund is recommended for one-time expenses for the consortia, such as the addition of a new service that has one-time setup fees. This budget plans for an indentify service provider to achieve single sign-on across SWAN's web-based platforms, which has a one-time expense.

Expenses



Salaries & Wages

5000 Salaries & Wages \$1,577,736

SWAN has left positions unfilled and eliminated a position to remain flexible within the strategic plan. This year that this budget line is increased 2.0%, the first increase in 5 years.

Personnel Benefits

5021 Social Security Taxes \$120,700

Payroll taxes and fringe benefits-- employer's share only. Social Security taxes (FICA). The lower expense is due to position attrition.

5022 State Unemployment Insurance \$0

Organization pays unemployment directly should it be required.

5023 Worker's Compensation \$4,719

Organization insurance provided by insurance vendor.

5024 Retirement Benefits \$143,700

SWAN provides its employees a 401a retirement plan through ICMA-RC. The organization does not provide a defined benefit plan or participate in Illinois Municipal Retirement Fund (IMRF).

5025 Health, Dental, Life And Disability Insurance \$174,800

Employee health insurance is provided by LIMRiCC Purchase of Health Insurance Program (PHIP). This budget reflects a reduction due to changes with employee benefit selections.

5026 Tuition Reimbursements \$1,100

Tuition reimbursement benefit for employees.

5085 Staff Wellness \$400

Benefit offered to SWAN employees for participation within the employee Wellness Plan which includes incentives for breaktimes for walking, pedometers, exercise, and healthy lifestyles. No change from the prior budget.

Building & Grounds

SWAN headquarters located at 800 Quail Ridge Drive in Westmont, Illinois includes expenses for the lease and operations of the headquarters.

5110	Rent/Lease	\$88,000
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SWAN signed a 7-year lease in 2016 for office space. The lease will end November 2024, so this budget reflects 6 months of the remaining lease and 6 months expense based on a smaller commercial space.

5120	Utilities	\$4,300
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Facility electricity and natural gas expenses are recorded in this line. Anticipated to be lower in FY25 based on square foot reduction of office space.

5130	Property Insurance	\$650
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Property and flood insurance covers office space furniture and equipment.

5140	Repairs & Maintenance	\$960
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Used for facility repairs including door fob security maintenance and repairs.

5150	Custodial Service & Supplies	\$3,500
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SWAN's cleaning service was changed for two days per week.

5190	Other Building Maintenance	\$0
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Used for alarms and security cameras related to facility expense.

Professional Development

SWAN's 2019-2023 five-year strategic plan places emphasis on delivering solutions to libraries using the talent of the SWAN employees. Prior budgets mixed the staff professional development and efforts to provide membership development. The new SWAN budget structure ensures expenses associated with each category are understood and budgeted appropriately, as they have at times made it difficult to understand mid-year expenses properly.

5210	Conference Travel	\$6,000
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SWAN staff attend various conferences annually such as ILA, COSUGI, ALA, or the COSUGI Consortia Special Interest Group meeting. This includes expenditures for overnight lodging, fares for airfare, planes, trains, taxicabs, auto rental, meals, etc. There is planned conference travel in this 'budget.

5220	Staff Meetings	\$900
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Expenses related to SWAN staff meetings, mostly food and a holiday luncheon, are recorded in this line.

5230	Staff Professional Development	\$4,000
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SWAN employees participate in presentations at ILA, ALA, COSUGI and other professional organization events. Attending the annual COSUGI conference is a must for SWAN staff as it allows the organization to plan for upcoming library software features and functions.

5240	Professional Association Membership Dues	\$2,500
SWAN employees participate in ALA, ILA, and COSUGI activities, often presenting at conferences. Individual		
5250	Educational Material	\$800
This budget reduces some of the online learning expenses for employees.		
5260	Online Learning	\$500
SWAN employee training and courses on best security practice, identifying and preventing phishing attempts, and training as required by law.		

Membership Development

This budget category focuses on providing professional development for the member libraries within SWAN. This includes SWAN staff consulting, leading meetings, and facilitating membership networking events.

5310	Travel Reimbursement	\$800
The SWAN organization has no vehicles and reimburses employees for mileage attending the 50+ membership meetings held annually. Travel expenses are reduced for the budget due to the pandemic, but some mileage reimbursement will occur.		
5320	Membership Meetings	\$0
Refreshments for the 50+ membership advisory and user group meetings held annually, such as coffee and donuts, or other activity supplies. Reduced to zero for the budget post-pandemic.		
5330	Library Professional Development	\$7,450
Subscription expenses for learning management system and online tutorial coursework. Library staff have the ability to complete interactive training and within the learning management system, complete courses to master skills in the software systems SWAN provides. Expenses include Articulate Storyline, and Inquisiq, which are components of SWAN's Learning Management System. The FY25 budget includes increased use of the learning management system, exceeding 500 simultaneous users.		
5350	Marketing & Promotional Material	\$0
Expenses related to printing library promotional material such as bookmarks or brochures.		
5399	Annual Conference	\$2,500
SWAN's annual conference, called SWAN Expo, supports speaker fees, honorarium, and travel expense for speakers. Costs associated with the facility and event are noted with the budget lines ending in "99" within this budget chart of accounts. The SWAN Expo will take place during SWAN's 50th anniversary.		

Information & Technology Services

This budget category includes technology expenses related to SWAN's resource sharing platform. The platform includes expenses related to the technology required to run the platform for library content within the consortium.

5420 Application Software Licensing \$16,800

Expenses related to SWAN's support software application include employee tools to create videos, deploy client software, design presentations, run meetings, and create instructional material. Vendor licensing includes: Formsite (webform software subscription), SurveyMonkey (for ongoing usability Input), MailChimp for e-newsletter, Adobe Acrobat, Adobe Creative Suite, Asana, Articulate Storyline, LastPass, Microsoft Office O365, Microsoft Visio Pro O365, Panda Virus Protection & Patch Management, and MSI Package Installer.

5430 Server Software Licensing \$121,800

Expenses related to SWAN's support infrastructure including SSL Certificates for SWAN, domain subscription, SonicWALL Security licensing and subscription, Microsoft Active Directory, Microsoft Azure, and Microsoft Server licenses. This budget includes shift in expenses for SWAN hosting Aspen in Microsoft Azure as that service is helpdesk system hosting. The server licensing expenses related to SWAN's library services platform to run SirsiDynix Symphony and test systems. The FY25 budget introduces the single sign-on service at \$27,000 annually, which will simplify library staff access to SWAN's growing web-based platforms, as well as providing enhanced security through management of users with this identify service provider.

5440 Library Services Platform \$921,000

The heart of SWAN's resource sharing software platform expenses is recorded in this budget line, including expenses from SirsiDynix, OCLC, and EBSCO Discovery Services, and OpenAthens. For FY25, SirsiDynix expenses are budgeted for \$355,838, OCLC at \$318,343, and the Article Search integration through EBSCO Discovery Services and OpenAthens is \$118,740 total. Support from ByWater Solutions for SWAN's Aspen Discovery Services is \$102,350. SirsiDynix expenses no longer include a \$95,130 package for BLUEcloud Mobile. SWAN's SirsiDynix agreement sets a 1.9% escalation for the May 1, 2024 renewal. OCLC expenses for this budget are based on the prior year's total invoice and anticipates a 4% escalation. EBSCO expenses for OpenAthens and Discovery Service continue through FY25 with escalations capped at 2% and 1% respectively. ByWater Solutions support for the Aspen Library Discovery App (LiDA) is included at \$4,600.

5450 Data Management Services \$33,000

Expenses related to maintaining bibliographic and user data within the SWAN library services platform. This includes software provided to cataloging libraries to maintain bibliographic standards of the consortium. Vendors expenses include: ALA RDA Toolkit for Cataloging Libraries, WebDewey (OCLC negotiated directly with SWAN), and MARCIVE (ongoing authority updates). The National Change of Address (NCOA) is processed annually with Unique Management which updates the patron database address data at \$13,000 expense annually.

5460 Information Subscription Service \$75,700

SWAN's discovery platform includes multiple add-on services to add cover artwork and reading recommendations. Vendor expenses include: ProQuest Syndetic Solutions (book jackets, enhanced content), EBSCO Novelist Select (reviews content). The addition of Addison to SWAN increased Novelist Select licensing.

5470 Subscription Support Services \$23,200

SWAN's support platform includes virtual meeting hosting for all governance and user groups, remote desktop assistance to library staff, and remote monitoring of systems for SWAN on-call staff. Expenses associated with this budget line include: Zoom virtual meeting platform, StatusCake (for site monitoring and alerting SWAN staff to outages), and the volume email service through SendGrid (patron notification plus library notification).

5480 Telecommunications \$14,500

Expenses associated with SWAN facility connection to the internet and phone support is unchanged with an office relocation.

5490 Group Purchases - Services \$700

SWAN will periodically arrange a software group purchase. Those expenses are recorded here if libraries are invoiced back for the expense, which would be recorded as revenue in the budget line 4190. The budget is supporting an ongoing Envisionware software group purchase for a self-check system, which has annual maintenance for support.

General Office

This category is primarily the expenses associated with running the organization's headquarters at 800 Quail Ridge Drive.

5510 Office Supplies \$2,200

Expenses associated with routine office work including paper, staff supplies, and anything costing less than \$5,000.

5520 Postage \$500

Expenses associated with shipping printed material are recorded in this line. SWAN staff make best attempts to control shipping costs through bringing printed material to membership events.

5550 Furniture \$10,000

If SWAN needs to add any training or collaboration furniture for the facility conference room or work areas, this is the budget and expense is recorded.

5599 Annual Conference Supplies \$0

All supply expenses associated with the annual conference SWAN Expo which include envelopes, paper, and presentations. SWAN Expo will take place this fiscal year.

Hardware & Equipment

SWAN utilizes a very light footprint for its headquarters, staff, and services to libraries.

5610 Equipment Rental/Maintenance \$0

All expenses associated with equipment leased at SWAN's office, including the single staff multi-use copier printer. This lease was discontinued in FY25.

5620 Hardware \$2,000

Expenses for this budget related to SWAN staff computer equipment, including repair and replacement.

5690	Group Purchases - Hardware	\$0
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Any pass-through purchases for equipment required for membership, such as firewall, commerce, or print solutions required by SWAN.

Insurance

SWAN organization insurance includes insuring the SWAN governing board, facility, and business for risk of crime, cybercrime, and flood.

5700	Insurance	\$11,400
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The SWAN organization insurance for directors and officers, cyber crime, and business owner's insurance.

Contractual Services

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

5810	Legal	\$1,500
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SWAN utilizes legal services with Klein, Thorpe, Jenkins for various activities and inquiries as they arise during the year.

5820	Accounting	\$19,160
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Expenses associated with activities include SWAN annual audit, and the accounting service with Lauterbach & Amen.

5830	Consulting	\$5,000
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Expenses for vendor consulting for facilitation, strategic planning, or other one-time services are recorded in this budget line. This budget includes one-time expenses for paid software development to ByWater Solutions for prioritizing Aspen LiDA feature requests from SWAN.

5840	Payroll Service Fees	\$4,500
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Expenses for the payroll service provided through Paylocity.

5850	Contractual Agreements	\$0
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Expenses for one-time costs within the fiscal year for adding member libraries to the consortium are recorded in this line. These expenses would be offset by the revenue line 4320 Other Grant Revenue. The addition of Addison Public Library to SWAN and the one-time expenses are recorded in this budget line.

5860	Notification & Collection	\$86,700
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This budget includes the new service for all 100 member libraries to have email and SMS messages enhanced and sent through the MessageBee service provided by Unique Management at an annual cost of \$80,286. All 100 library notifications sent via automated phone calls are also provided through MessageBee. SWAN has also contracted with a Unique Management to print all user notices at \$5,064 annually.

5870	Recruitment	\$0
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Costs for personnel search, advertising of an open position at SWAN.

5899 Annual Conference Facility Contract \$8,900
SWAN Expo at Moraine Valley Community College Business and Conference Center has a one-day cost for the location plus food provided for the event. This budget has included the facility rental at the Business and Conference Center, but reduced the number of room space required.

Library Materials & Content

SWAN's chart of accounts includes budget lines for the organization to provide content to libraries—be it print, electronic, or as a group purchase pass-through.

5910 Print Materials \$0
This line is intended to supplement printing services for promotional material or print collections supplied to member libraries.

5920 Reimbursement for Resource Sharing \$50,000
Expenses related to the SWAN member libraries centralized reimbursement of unreturned material. The expenses in this line are offset by revenue in the 4220 Reimbursement Losses for Resource Sharing line.

5930 Group Purchases - Content \$0
This line's purpose is for online content provided to all libraries as part of SWAN's membership fees. It may include eBook content, online databases subscriptions, or other e-content.

5940 E-commerce payment transactions \$43,000
Expenses related to the Aspen Discovery online payments through PayPal. Library payments will be collected in the revenue budget line 4240 and quarterly reconciliation and payments back to the libraries are recorded in this budget line.

5990 Group Purchases - Electronic Resources \$491,375
SWAN negotiated group purchase for online subscriptions through EBSCO anticipates a 3% increase for FY25 plus the participation of Addison Public Library. The associated revenue offset in the revenue 4190 budget line.

Interest & Fees

6010 Bank Fees \$2,424
Expenses associated with bank fees for stopping checks or other services are recorded in this line. The banking service for lock box deposits is included in this budget line.

6020 Merchant Account Fees \$50
SWAN subscribes to ProPay as part of the BLUEcloud Commerce required for online Enterprise payments. SWAN pays \$40 annually, as do all member libraries within the ProPay service.

6030 Interest Payment \$0
Expenses for any loan or debt service payments would be recorded in this line. SWAN currently has no expenses for this line.

6099	Annual Conference Merchant Fees	\$0
Expenses associated with any online transaction fees for processing annual conference SWAN Expo online payments are recorded in this line.		

Asset Management

6110	Depreciation	\$2,322
For proprietary funds and government-wide financial statements only. Depreciation charges are intended to allocate the cost of a fixed asset over the estimated useful life of the unit in a systematic and rational manner using the straight-line method. The number of physical assets depreciated has fallen dramatically since SWAN moved to an infrastructure-as-a-service model and no longer needs to purchase servers over \$5,000. Two expenses are in their final years of depreciation.		
6120	(Gain)/Loss on Asset Disposal	\$0
6130	Vacation Expense	\$0
Per GASB, Vacation Expense is the account created to segregate the amount of the expense incurred by SWAN for the current years' addition or subtraction to the balance of earned but unused staff vacation time. This expense from budget in prior years was deemed no longer required for SWAN.		

SWAN Budget Summary

SWAN Budget	FY23 Actual	FY24 Budget	FY25 Budget (draft)	Change from FY24 to FY25
4000 Membership Fees	\$3,005,080	\$3,071,672	\$2,875,427	(\$196,245)
4100 Membership Reimbursements	\$461,888	\$443,223	\$491,375	\$48,152
4200 Reimbursements	\$82,053	\$108,680	\$98,000	(\$10,680)
4300 Grant Revenue	\$527,381	\$515,012	\$500,616	(\$14,396)
4400 Registration & Event Receipts	\$3,330	\$3,400	\$5,000	\$1,600
4500 Investment & Interest	\$43,477	\$20,800	\$83,328	\$62,528
4600 Reserve Fund Transfer	(\$90,000)	\$73,800	\$40,000	(\$33,800)
Total Revenue	\$4,033,209	\$4,236,587	\$4,093,746	(\$142,841)
5000 Salaries & Wages	\$1,410,447	\$1,546,800	\$1,577,736	\$30,936
5020 Personnel Benefits	\$409,369	\$457,700	\$445,419	(\$12,281)
5100 Building & Grounds	\$132,506	\$129,510	\$97,410	(\$32,100)
5200 Professional Development	\$13,410	\$16,700	\$14,700	(\$2,000)
5300 Membership Development	\$6,549	\$7,370	\$10,750	\$3,380
5400 Information & Technology Services	\$1,254,335	\$1,268,800	\$1,206,000	(\$62,800)
5500 General Office	\$2,819	\$2,700	\$12,700	\$10,000
5600 Hardware & Equipment	\$11,150	\$6,300	\$2,000	(\$4,300)
5700 Insurance	\$14,042	\$11,500	\$11,400	(\$100)
5800 Contractual Services	\$75,219	\$216,984	\$125,760	(\$91,224)
5900 Library Materials & Content	\$523,208	\$565,251	\$584,375	\$19,124
6000 Interest & Fees	\$1,659	\$4,050	\$2,474	(\$1,576)
Total Operating Expenses	\$3,854,714	\$4,233,665	\$4,090,724	(\$142,941)
6100 Asset Management	\$0	\$2,322	\$2,322	\$0
Excess of revenues over (under) estimated expenses	\$243,000	\$0	\$0	

Revenue & Expense Budget		FY23 Actual	FY24 Budget	FY25 Budget (draft)	Change from FY24 to FY25
Revenue					
4000	Membership Fees				
4010	SWAN Full Membership Fees	\$2,999,622	\$3,067,972	\$2,871,727	(\$196,245)
4011	SWAN Internet Access Membership Fees	\$5,459	\$3,700	\$3,700	\$0
4100	Membership Reimbursements				
4110	Member One-Time Project Receipts	\$0	\$0	\$0	\$0
4190	Member Group Purchase Receipts	\$461,888	\$443,223	\$491,375	\$48,152
4200	Reimbursements				
4220	Reimbursement Losses for Resource Sharing	\$39,234	\$63,000	\$50,000	(\$13,000)
4230	Collection Agency Fees		\$0	\$0	\$0
4240	E-commerce transactions	\$42,819	\$45,680	\$43,000	(\$2,680)
4250	Deaccession transactions			\$5,000	
4300	Grant Revenue				
4310	RAILS Support to SWAN	\$527,381	\$498,388	\$500,616	\$2,228
4320	Other Grant Revenue	\$0	\$16,624	\$0	(\$16,624)
4400	Registration & Event Receipts				
4499	Annual Conference Receipts	\$3,330	\$3,400	\$5,000	\$1,600
4500	Investment & Interest				
4510	Interest Income	\$43,477	\$20,800	\$83,328	\$62,528
4520	Investment Income		\$0	\$0	\$0
4600	Reserve Fund Transfer	\$0	\$73,800	\$40,000	(\$33,800)
Total Revenue		\$4,123,209	\$4,236,587	\$4,093,746	(\$142,841)
Expenses					
5000	Salaries & Wages	\$1,410,447	\$1,546,800	\$1,577,736	\$30,936
5020	Personnel Benefits				
5021	Social Security Taxes	\$104,110	\$118,400	\$120,700	\$2,300
5022	State Unemployment Insurance	\$0	\$0	\$0	\$0
5023	Worker's Compensation	\$5,416	\$4,500	\$4,719	\$219
5024	Retirement Benefits	\$132,609	\$140,900	\$143,700	\$2,800
5025	Health, Dental, Life And Disability Insurance	\$166,664	\$192,400	\$174,800	(\$17,600)
5026	Tuition Reimbursements	\$0	\$1,100	\$1,100	\$0
5085	Staff Wellness	\$570	\$400	\$400	\$0
5100	Building & Grounds				
5110	Rent/Lease	\$118,953	\$117,300	\$88,000	(\$29,300)
5120	Utilities	\$8,545	\$6,700	\$4,300	(\$2,400)
5130	Property Insurance	\$803	\$650	\$650	\$0
5140	Repairs & Maintenance	\$890	\$860	\$960	\$100
5150	Custodial Service & Supplies	\$3,315	\$4,000	\$3,500	(\$500)
5190	Other Building Maintenance	\$0	\$0	\$0	\$0

Revenue & Expense Budget		FY23 Actual	FY24 Budget	FY25 Budget (draft)	Change from FY24 to FY25
5200	Professional Development				
5210	Conference Travel	\$942	\$6,000	\$6,000	\$0
5220	Staff Meetings	\$932	\$900	\$900	\$0
5230	Staff Professional Development	\$9,483	\$4,000	\$4,000	\$0
5240	Professional Association Membership Dues	\$1,553	\$2,500	\$2,500	\$0
5250	Educational Material	\$0	\$800	\$800	\$0
5260	Online Learning	\$500	\$2,500	\$500	(\$2,000)
5300	Membership Development				
5310	Travel Reimbursement	\$771	\$800	\$800	\$0
5320	Membership Meetings		\$0	\$0	\$0
5330	Library Professional Development	\$5,764	\$6,570	\$7,450	\$880
5350	Marketing & Promotional Material	\$15	\$0	\$0	\$0
5399	Annual Conference	\$0	\$0	\$2,500	\$2,500
5400	Information & Technology Services				
5420	Application Software Licensing	\$16,785	\$18,000	\$16,800	(\$1,200)
5430	Server Software Licensing	\$101,365	\$105,200	\$121,800	\$16,600
5440	Library Services Platform	\$1,011,986	\$1,016,300	\$921,000	(\$95,300)
5450	Data Management Services	\$28,866	\$33,000	\$33,000	\$0
5460	Information Subscription Service	\$73,693	\$75,000	\$75,700	\$700
5470	Subscription Support Services	\$9,237	\$6,800	\$23,200	\$16,400
5480	Telecommunications	\$12,403	\$14,500	\$14,500	\$0
5490	Group Purchases - Services	\$23,762	\$600	\$700	\$100
5500	General Office				
5510	Office Supplies	\$1,792	\$2,200	\$2,200	\$0
5520	Postage	\$1,008	\$500	\$500	\$0
5550	Furniture	\$0	\$0	\$10,000	\$10,000
5599	Annual Conference Supplies	\$19	\$0	\$0	\$0
5600	Hardware & Equipment				
5610	Equipment Rental/Maintenance	\$1,660	\$1,000	\$0	(\$1,000)
5620	Hardware	\$8,392	\$4,200	\$2,000	(\$2,200)
5690	Group Purchases - Hardware	\$1,098	\$1,100	\$0	(\$1,100)
5700	Insurance	\$14,042	\$11,500	\$11,400	(\$100)
5800	Contractual Services				
5810	Legal	\$258	\$1,500	\$1,500	\$0
5820	Accounting	\$19,735	\$19,160	\$19,160	\$0
5830	Consulting	\$7,470	\$75,000	\$5,000	(\$70,000)
5840	Payroll Service Fees	\$4,468	\$3,600	\$4,500	\$900
5850	Contractual Agreements		\$16,624	\$0	(\$16,624)
5860	Notification & Collection	\$33,556	\$92,200	\$86,700	(\$5,500)
5870	Recruitment	\$1,599	\$0	\$0	\$0
5899	Annual Conference Facility Contract	\$8,133	\$8,900	\$8,900	\$0
5900	Library Materials & Content				
5910	Print Materials	\$0	\$5,300	\$0	(\$5,300)
5920	Reimbursement for Resource Sharing	\$39,766	\$63,000	\$50,000	(\$13,000)
5930	Group Purchases - Content	\$0	\$0	\$0	\$0

		FY23	FY24	FY25	Change
		Actual	Budget	Budget	from FY24
Revenue & Expense Budget				(draft)	to FY25
5940	E-commerce payment transactions	\$41,020	\$45,680	\$43,000	(\$2,680)
5990	Group Purchases - Electronic Resources	\$442,423	\$451,271	\$491,375	\$40,104
6000	Interest & Fees				
6010	Bank Fees	\$1,614	\$3,700	\$2,424	(\$1,276)
6020	Merchant Account Fees	\$45	\$50	\$50	\$0
6030	Interest Payment	\$0	\$0	\$0	\$0
6099	Annual Conference Merchant Fees		\$300	\$0	(\$300)
Subtotal Expenses		\$3,878,476	\$4,234,265	\$4,091,424	(\$142,841)
6100	Asset Management				
6110	Depreciation	\$0	\$2,322	\$2,322	\$0
6120	(Gain)/Loss on Asset Disposal	\$0			
6130	Vacation Expense	\$0			
6140	Miscellaneous Expense	\$1,733			
Total Expenses		\$3,880,209	\$4,236,587	\$4,093,746	(\$142,841)
Total Revenue (from above)		\$4,123,209	\$4,236,587	\$4,093,746	
Excess of revenues over (under) estimated expenses		\$243,000	\$0	\$0	

SWAN Reserves Plan: Updated for FY25 Budget

Capital Expenditures (anything over \$5,000)	FY24	FY25	FY26
	July 2023-June 2024	July 2023-June 2025	July 2023-June 2026
Prior Year Balance: End of fiscal year, final audit, see "Unrestricted" on Balance Sheet	\$2,656,635	\$2,600,427	\$2,560,427
Reserves collected & Impact Fee	\$17,592	\$0	
Strategic planning consultant	(\$36,000)		
Website development consultant	(\$37,800)		
Single Sign On: Identity service provider one-time		(\$35,000)	
Funds for SWAN office relocation		(\$5,000)	
Funds for SWAN staff computer replacement			(\$45,000)
Future ILS Migration Budget (\$465,740)			
Total	\$2,600,427	\$2,560,427	\$2,515,427
Maintain 4 months operating in reserve (policy)	(\$1,412,196)	(\$1,364,582)	(\$1,432,811)
Over/(Under) Reserve Policy	\$1,188,231	\$1,195,845	\$1,082,616
Operating Budget (5% increases each year after FY24)	\$4,236,587.36	\$4,093,746.37	\$4,298,433.69
Months operating in reserve	7.37	7.51	7.02

Chart 1: SWAN Membership Fees
Fiscal Year 2025: July 1, 2024 - June 30, 2025
Draft for SWAN Board February 16, 2024

SWAN Library	Fee	State LLSAP Grant Discount	SWAN Fee Total	Prior Year Fee	Increase/ (Decrease)
Acorn Public Library District	\$ 27,591	(\$5,215)	\$ 22,376	\$ 23,208	(\$832)
Addison Public Library	\$ 65,502	(\$5,215)	\$ 60,288		
Alsip-Merrionette Park Public Library District	\$ 42,899	(\$5,215)	\$ 37,684	\$ 35,038	\$2,646
Batavia Public Library District	\$ 56,710	(\$5,215)	\$ 51,495	\$ 47,752	\$3,743
Bedford Park Public Library District	\$ 30,504	(\$5,215)	\$ 25,289	\$ 26,518	(\$1,229)
Beecher Community Library District	\$ 20,151	(\$5,215)	\$ 14,936	\$ 15,715	(\$779)
Bellwood Public Library	\$ 32,360	(\$5,215)	\$ 27,145	\$ 29,256	(\$2,111)
Bensenville Community Public Library District	\$ 31,755	(\$5,215)	\$ 26,540	\$ 28,258	(\$1,717)
Bensenville Elementary School District #2	\$ 17,500		\$ 17,500	\$ 17,500	\$0
Berkeley Public Library	\$ 21,174	(\$5,215)	\$ 15,959	\$ 16,520	(\$561)
Berwyn Public Library	\$ 46,904	(\$5,215)	\$ 41,689	\$ 45,882	(\$4,193)
Bloomington Public Library	\$ 43,087	(\$5,215)	\$ 37,872	\$ 41,808	(\$3,936)
Blue Island Public Library	\$ 28,250	(\$5,215)	\$ 23,036	\$ 24,324	(\$1,289)
Bridgeview Public Library	\$ 26,909	(\$5,215)	\$ 21,694	\$ 23,448	(\$1,754)
Broadview Public Library District	\$ 28,140	(\$5,215)	\$ 22,925	\$ 24,090	(\$1,165)
Calumet City Public Library	\$ 30,845	(\$5,215)	\$ 25,631	\$ 26,047	(\$417)
Calumet Park Public Library	\$ 18,870	(\$5,215)	\$ 13,655	\$ 14,256	(\$601)
Carol Stream Public Library	\$ 47,445	(\$5,215)	\$ 42,230	\$ 46,543	(\$4,313)
Chicago Heights Public Library	\$ 24,348	(\$5,215)	\$ 19,133	\$ 20,505	(\$1,372)
Chicago Ridge Public Library	\$ 29,427	(\$5,215)	\$ 24,212	\$ 26,280	(\$2,068)
Cicero Public Library	\$ 33,458	(\$5,215)	\$ 28,243	\$ 29,885	(\$1,642)
Clarendon Hills Public Library	\$ 24,320	(\$5,215)	\$ 19,106	\$ 20,332	(\$1,227)
Crestwood Public Library District	\$ 22,604	(\$5,215)	\$ 17,389	\$ 18,195	(\$806)
Crete Public Library District	\$ 33,319	(\$5,215)	\$ 28,105	\$ 30,071	(\$1,966)
Dolton Public Library District	\$ 25,699	(\$5,215)	\$ 20,485	\$ 23,148	(\$2,664)
Downers Grove Public Library	\$ 67,828	(\$5,215)	\$ 62,613	\$ 66,830	(\$4,217)
Eisenhower Public Library District	\$ 52,150	(\$5,215)	\$ 46,935	\$ 49,546	(\$2,611)
Elmwood Park Public Library	\$ 31,909	(\$5,215)	\$ 26,694	\$ 28,570	(\$1,876)
Evergreen Park Public Library	\$ 28,612	(\$5,215)	\$ 23,397	\$ 24,507	(\$1,110)
Flossmoor Public Library	\$ 29,684	(\$5,215)	\$ 24,470	\$ 26,009	(\$1,539)
Forest Park Public Library	\$ 34,521	(\$5,215)	\$ 29,307	\$ 31,160	(\$1,853)
Frankfort Public Library District	\$ 39,928	(\$5,215)	\$ 34,713	\$ 36,855	(\$2,141)
Franklin Park Public Library District	\$ 32,984	(\$5,215)	\$ 27,769	\$ 32,092	(\$4,323)
Geneva Public Library District	\$ 63,538	(\$5,215)	\$ 58,324	\$ 63,808	(\$5,484)
Glen Ellyn Public Library	\$ 57,852	(\$5,215)	\$ 52,637	\$ 54,044	(\$1,407)
Glenside Public Library District	\$ 46,403	(\$5,215)	\$ 41,188	\$ 44,226	(\$3,038)
Glenwood-Lynwood Public Library District	\$ 30,589	(\$5,215)	\$ 25,375	\$ 26,412	(\$1,037)
Grande Prairie Public Library District	\$ 30,489	(\$5,215)	\$ 25,274	\$ 27,174	(\$1,900)
Green Hills Public Library District	\$ 39,223	(\$5,215)	\$ 34,008	\$ 35,863	(\$1,855)
Harvey Public Library District	\$ 25,774	(\$5,215)	\$ 20,560	\$ 20,715	(\$155)
Hillside Public Library	\$ 29,858	(\$5,215)	\$ 24,644	\$ 25,482	(\$838)
Hinsdale Public Library	\$ 43,988	(\$5,215)	\$ 38,773	\$ 41,273	(\$2,500)
Hodgkins Public Library District	\$ 23,187	(\$5,215)	\$ 17,972	\$ 18,418	(\$446)
Homewood Public Library District	\$ 38,408	(\$5,215)	\$ 33,193	\$ 33,968	(\$775)
Indian Prairie Public Library District	\$ 50,794	(\$5,215)	\$ 45,579	\$ 49,335	(\$3,755)
Itasca Community Library	\$ 31,679	(\$5,215)	\$ 26,464	\$ 27,948	(\$1,484)
Justice Public Library District	\$ 18,620	(\$5,215)	\$ 13,405	\$ 15,742	(\$2,336)
Kaneville Public Library District	\$ 18,061	(\$5,215)	\$ 12,847	\$ 13,457	(\$611)
La Grange Public Library	\$ 40,249	(\$5,215)	\$ 35,034	\$ 36,938	(\$1,904)
LaGrange Park Public Library District	\$ 33,129	(\$5,215)	\$ 27,915	\$ 29,595	(\$1,680)
Lansing Public Library	\$ 41,746	(\$5,215)	\$ 36,531	\$ 35,454	\$1,078
Linda Sokol Francis Brookfield Library	\$ 38,237	(\$5,215)	\$ 33,022	\$ 35,175	(\$2,153)
Lyons Public Library	\$ 23,620	(\$5,215)	\$ 18,405	\$ 19,331	(\$925)
Markham Public Library	\$ 23,160	(\$5,215)	\$ 17,945	\$ 19,017	(\$1,072)
Matteson Area Public Library District	\$ 40,835	(\$5,215)	\$ 35,620	\$ 35,891	(\$271)

Chart 1: SWAN Membership Fees
Fiscal Year 2025: July 1, 2024 - June 30, 2025
Draft for SWAN Board February 16, 2024

SWAN Library	Fee	State LLSAP Grant Discount	SWAN Fee Total	Prior Year Fee	Increase/ (Decrease)
Maywood Public Library District	\$ 29,337	(\$5,215)	\$ 24,122	\$ 24,935	(\$813)
McCook Public Library District	\$ 21,420	(\$5,215)	\$ 16,206	\$ 16,894	(\$688)
Melrose Park Public Library	\$ 25,723	(\$5,215)	\$ 20,508	\$ 23,219	(\$2,711)
Messenger Public Library of North Aurora	\$ 34,074	(\$5,215)	\$ 28,859	\$ 30,532	(\$1,673)
Midlothian Public Library	\$ 28,951	(\$5,215)	\$ 23,737	\$ 24,967	(\$1,230)
Morton Arboretum	\$ 12,500		\$ 12,500	\$ 12,500	\$0
Nancy L. McConathy Public Library District	\$ 20,222	(\$5,215)	\$ 15,008	\$ 15,073	(\$66)
National University of Health Sciences	\$ 11,000		\$ 11,000	\$ 11,000	\$0
North Riverside Public Library District	\$ 26,738	(\$5,215)	\$ 21,523	\$ 22,697	(\$1,174)
Northlake Public Library District	\$ 36,078	(\$5,215)	\$ 30,863	\$ 31,963	(\$1,100)
Oak Brook Public Library	\$ 27,126	(\$5,215)	\$ 21,912	\$ 22,195	(\$283)
Oak Lawn Public Library	\$ 62,744	(\$5,215)	\$ 57,529	\$ 66,263	(\$8,733)
Oak Park Public Library	\$ 102,926	(\$5,215)	\$ 97,711	\$ 104,951	(\$7,240)
Palos Heights Public Library	\$ 32,537	(\$5,215)	\$ 27,323	\$ 28,619	(\$1,297)
Palos Park Public Library	\$ 21,597	(\$5,215)	\$ 16,382	\$ 17,265	(\$883)
Park Forest Public Library	\$ 33,576	(\$5,215)	\$ 28,361	\$ 28,705	(\$343)
Prairie Trails Public Library District	\$ 34,849	(\$5,215)	\$ 29,634	\$ 31,537	(\$1,903)
Richton Park Public Library District	\$ 25,501	(\$5,215)	\$ 20,286	\$ 21,516	(\$1,230)
River Forest Public Library	\$ 29,574	(\$5,215)	\$ 24,359	\$ 25,367	(\$1,008)
River Grove Public Library District	\$ 21,516	(\$5,215)	\$ 16,301	\$ 17,085	(\$784)
Riverdale Public Library District	\$ 21,692	(\$5,215)	\$ 16,478	\$ 16,988	(\$510)
Riverside Public Library	\$ 28,567	(\$5,215)	\$ 23,352	\$ 23,672	(\$319)
Roselle Public Library District	\$ 36,111	(\$5,215)	\$ 30,897	\$ 33,191	(\$2,295)
Schiller Park Public Library	\$ 27,953	(\$5,215)	\$ 22,738	\$ 23,219	(\$481)
South Holland Public Library	\$ 37,212	(\$5,215)	\$ 31,997	\$ 33,469	(\$1,472)
St Charles Public Library District	\$ 87,676	(\$5,215)	\$ 82,462	\$ 90,844	(\$8,383)
Steger-South Chicago Heights Public Library District	\$ 19,987	(\$5,215)	\$ 14,773	\$ 16,689	(\$1,917)
Stickney-Forest View Public Library District	\$ 27,662	(\$5,215)	\$ 22,447	\$ 23,399	(\$952)
Sugar Grove Public Library District	\$ 23,238	(\$5,215)	\$ 18,024	\$ 19,049	(\$1,026)
Summit Public Library District	\$ 18,689	(\$5,215)	\$ 13,474	\$ 15,995	(\$2,521)
Theosophical Society in America	\$ 12,500		\$ 12,500	\$ 12,500	\$0
Thomas Ford Memorial Library	\$ 30,770	(\$5,215)	\$ 25,555	\$ 26,834	(\$1,279)
Thornton Public Library	\$ 18,672	(\$5,215)	\$ 13,457	\$ 14,141	(\$683)
Tinley Park Public Library	\$ 65,699	(\$5,215)	\$ 60,484	\$ 67,112	(\$6,628)
Town and Country Public Library District	\$ 29,962	(\$5,215)	\$ 24,747	\$ 26,086	(\$1,339)
University Park Public Library District	\$ 22,331	(\$5,215)	\$ 17,116	\$ 18,324	(\$1,208)
Villa Park Public Library	\$ 37,548	(\$5,215)	\$ 32,333	\$ 34,063	(\$1,730)
Warrenville Public Library District	\$ 33,340	(\$5,215)	\$ 28,125	\$ 29,922	(\$1,797)
West Chicago Public Library District	\$ 38,557	(\$5,215)	\$ 33,342	\$ 34,935	(\$1,593)
Westchester Public Library	\$ 29,016	(\$5,215)	\$ 23,802	\$ 25,416	(\$1,614)
Westmont Public Library	\$ 35,274	(\$5,215)	\$ 30,060	\$ 32,041	(\$1,981)
William Leonard Public Library District	\$ 19,367	(\$5,215)	\$ 14,152	\$ 14,911	(\$760)
Wood Dale Public Library District	\$ 40,213	(\$5,215)	\$ 34,998	\$ 37,227	(\$2,229)
Woodridge Public Library	\$ 50,922	(\$5,215)	\$ 45,707	\$ 50,561	(\$4,855)
Worth Public Library District	\$ 24,571	(\$5,215)	\$ 19,356	\$ 20,473	(\$1,116)

Chart 2: Public Library County Tax Payments

Library Name	Cook County Treasurer Tax Year 2021	DuPage County Treasurer Tax Year 2021	Kane County Treasurer Tax Year 2021	Will County County Treasurer Tax Year 2021	Total Tax Revenue Issued	Bond Amount 2021 (Removed)	Public Library Tax Revenue Total 2021	Prior year Tax Revenue	Tax revenue change
Addison Public Library		\$5,599,387.03			\$5,599,387.03	\$0.00	\$5,599,387.03		
Acorn Public Library District	\$1,226,894.24				\$1,226,894.24	(\$30,118.00)	\$1,196,776.24	\$1,132,815.46	\$63,960.78
Alsip-Merrionette Park Public Library District	\$2,974,431.00				\$2,974,431.00	\$0.00	\$2,974,431.00	\$2,289,177.65	\$685,253.35
Batavia Public Library District			\$4,578,320.14		\$4,578,320.14	\$0.00	\$4,578,320.14	\$4,450,320.62	\$127,999.52
Bedford Park Public Library District	\$1,534,992.80				\$1,534,992.80	\$0.00	\$1,534,992.80	\$1,498,557.55	\$36,435.25
Beecher Community Library District				\$332,740.51	\$332,740.51	\$0.00	\$332,740.51	\$325,254.21	\$7,486.30
Bellwood Public Library	\$1,750,523.64				\$1,750,523.64	\$0.00	\$1,750,523.64	\$1,691,236.69	\$59,286.95
Bensenville Community Public Library District		\$1,680,326.81			\$1,680,326.81	\$0.00	\$1,680,326.81	\$1,653,420.34	\$26,906.47
Berkeley Public Library	\$451,558.71				\$451,558.71	\$0.00	\$451,558.71	\$428,056.13	\$23,502.58
Berwyn Public Library	\$3,439,563.27				\$3,439,563.27	\$0.00	\$3,439,563.27	\$3,410,831.43	\$28,731.84
Bloomington Public Library		\$2,996,267.24			\$2,996,267.24	\$0.00	\$2,996,267.24	\$2,987,569.24	\$8,698.00
Blue Island Public Library	\$1,273,323.40				\$1,273,323.40	\$0.00	\$1,273,323.40	\$1,211,695.42	\$61,627.98
Bridgeview Public Library	\$1,374,392.82				\$1,374,392.82	(\$256,850.00)	\$1,117,542.82	\$1,113,734.02	\$3,808.80
Broadview Public Library District	\$1,527,100.05				\$1,527,100.05	(\$266,630.00)	\$1,260,470.05	\$1,207,305.00	\$53,165.05
Brookfield Public Library	\$2,433,019.96				\$2,433,019.96	\$0.00	\$2,433,019.96	\$2,371,295.73	\$61,724.23
Calumet City Public Library	\$1,574,684.51				\$1,574,684.51	\$0.00	\$1,574,684.51	\$1,415,537.13	\$159,147.38
Calumet Park Public Library	\$183,956.23				\$183,956.23	\$0.00	\$183,956.23	\$175,035.62	\$8,920.61
Carol Stream Public Library		\$3,736,840.11			\$3,736,840.11	(\$234,461.00)	\$3,502,379.11	\$3,475,895.05	\$26,484.06
Chicago Heights Public Library	\$820,168.93				\$820,168.93	\$0.00	\$820,168.93	\$807,359.88	\$12,809.05
Chicago Ridge Public Library	\$1,409,974.31				\$1,409,974.31	\$0.00	\$1,409,974.31	\$1,397,328.89	\$12,645.42
Cicero Public Library	\$1,878,062.08				\$1,878,062.08	\$0.00	\$1,878,062.08	\$1,799,723.56	\$78,338.52
Clarendon Hills Public Library		\$816,940.66			\$816,940.66	\$0.00	\$816,940.66	\$815,176.15	\$1,764.51
Crestwood Public Library District	\$617,609.73				\$617,609.73	\$0.00	\$617,609.73	\$581,245.17	\$36,364.56
Crete Public Library District				\$1,862,000.88	\$1,862,000.88	\$0.00	\$1,862,000.88	\$1,826,089.32	\$35,911.56
Dolton Public Library District	\$977,094.05				\$977,094.05	\$0.00	\$977,094.05	\$940,527.84	\$36,566.21
Downers Grove Public Library		\$5,869,456.88			\$5,869,456.88	\$0.00	\$5,869,456.88	\$5,598,950.24	\$270,506.64
Eisenhower Public Library District	\$4,719,073.43				\$4,719,073.43	(\$670,311.00)	\$4,048,762.43	\$3,908,687.62	\$140,074.81
Elmwood Park Public Library	\$1,698,150.61				\$1,698,150.61	\$0.00	\$1,698,150.61	\$1,684,963.66	\$13,186.95
Evergreen Park Public Library	\$1,315,346.52				\$1,315,346.52	\$0.00	\$1,315,346.52	\$1,239,583.22	\$75,763.30
Flossmoor Public Library	\$1,439,855.84				\$1,439,855.84	\$0.00	\$1,439,855.84	\$1,396,546.50	\$43,309.34
Forest Park Public Library	\$2,001,577.95				\$2,001,577.95	\$0.00	\$2,001,577.95	\$1,944,941.92	\$56,636.03
Frankfort Public Library District	\$34,082.90			\$2,595,390.14	\$2,629,473.04	\$0.00	\$2,629,473.04	\$2,545,526.22	\$83,946.82
Franklin Park Public Library District	\$1,823,075.35				\$1,823,075.35	\$0.00	\$1,823,075.35	\$1,960,586.07	(\$137,510.72)
Geneva Public Library District			\$6,936,601.99		\$6,936,601.99	(\$1,565,271.26)	\$5,371,330.73	\$5,235,726.01	\$135,604.72
Glen Ellyn Public Library		\$4,710,924.74			\$4,710,924.74	\$0.00	\$4,710,924.74	\$4,585,351.81	\$125,572.93
Glenside Public Library District		\$3,749,530.46			\$3,749,530.46	(\$368,140.02)	\$3,381,390.44	\$3,316,339.26	\$65,051.18
Glenwood-Lynwood Public Library District	\$1,999,876.58				\$1,999,876.58	(\$454,912.50)	\$1,544,964.08	\$1,051,207.76	\$493,756.32
Grande Prairie Public Library District	\$1,533,267.14				\$1,533,267.14	\$0.00	\$1,533,267.14	\$1,385,190.06	\$148,077.08
Green Hills Public Library District	\$2,927,527.85				\$2,927,527.85	(\$380,000.00)	\$2,547,527.85	\$2,469,816.18	\$77,711.67
Harvey Public Library District	\$985,803.01				\$985,803.01	\$0.00	\$985,803.01	\$992,946.44	(\$7,143.43)
Hillside Public Library	\$1,460,082.85				\$1,460,082.85	\$0.00	\$1,460,082.85	\$1,414,855.87	\$45,226.98
Hinsdale Public Library	\$441,009.20	\$2,907,025.76			\$3,348,034.96	(\$247,112.00)	\$3,100,922.96	\$3,023,678.35	\$77,244.61
Hodgkins Public Library District	\$685,337.37				\$685,337.37	\$0.00	\$685,337.37	\$627,356.45	\$57,980.92
Homewood Public Library District	\$2,452,878.73				\$2,452,878.73	\$0.00	\$2,452,878.73	\$2,233,924.23	\$218,954.50
Indian Prairie Public Library District	\$253,344.91	\$3,637,990.37			\$3,891,335.28	\$0.00	\$3,891,335.28	\$3,899,061.25	(\$7,725.97)

Chart 2: Public Library County Tax Payments

Library Name	Cook County Treasurer Tax Year 2021	DuPage County Treasurer Tax Year 2021	Kane County Treasurer Tax Year 2021	Will County County Treasurer Tax Year 2021	Total Tax Revenue Issued	Bond Amount 2021 (Removed)	Public Library Tax Revenue Total 2021	Prior year Tax Revenue	Tax revenue change
Itasca Community Library		\$1,671,464.19			\$1,671,464.19	\$0.00	\$1,671,464.19	\$1,609,303.49	\$62,160.70
Justice Public Library District	\$154,987.45				\$154,987.45	\$0.00	\$154,987.45	\$331,419.53	(\$176,432.08)
Kaneville Public Library District			\$90,087.33		\$90,087.33	\$0.00	\$90,087.33	\$88,170.07	\$1,917.26
La Grange Public Library	\$3,289,757.16				\$3,289,757.16	(\$623,050.00)	\$2,666,707.16	\$2,582,684.51	\$84,022.65
LaGrange Park Public Library District	\$1,995,662.97				\$1,995,662.97	(\$155,725.00)	\$1,839,937.97	\$1,795,531.54	\$44,406.43
Lansing Public Library	\$3,026,455.58				\$3,026,455.58	(\$185,900.00)	\$2,840,555.58	\$2,508,249.66	\$332,305.92
Lyons Public Library	\$750,618.69				\$750,618.69	(\$15,000.00)	\$735,618.69	\$705,244.73	\$30,373.96
Markham Public Library	\$775,288.82				\$775,288.82	(\$93,150.00)	\$682,138.82	\$680,694.71	\$1,444.11
Matteson Area Public Library District	\$2,734,733.96				\$2,734,733.96	\$0.00	\$2,734,733.96	\$2,378,085.29	\$356,648.67
Maywood Public Library District	\$1,399,493.91				\$1,399,493.91	\$0.00	\$1,399,493.91	\$1,327,959.64	\$71,534.27
McCook Public Library District	\$644,195.66				\$644,195.66	(\$164,035.00)	\$480,160.66	\$460,589.59	\$19,571.07
Melrose Park Public Library	\$979,806.22				\$979,806.22	\$0.00	\$979,806.22	\$991,611.52	(\$11,805.30)
Messenger Public Library of North Aurora			\$1,949,599.16		\$1,949,599.16	\$0.00	\$1,949,599.16	\$1,878,630.86	\$70,968.30
Midlothian Public Library	\$1,566,794.03				\$1,566,794.03	(\$212,069.50)	\$1,354,724.53	\$1,349,925.11	\$4,799.42
Nancy L. McConathy Public Library District	\$340,178.66			\$873.77	\$341,052.43	\$0.00	\$341,052.43	\$327,770.29	\$13,282.14
North Riverside Public Library District	\$1,097,685.66				\$1,097,685.66	\$0.00	\$1,097,685.66	\$1,058,330.10	\$39,355.56
Northlake Public Library District	\$2,878,046.76				\$2,878,046.76	(\$695,725.00)	\$2,182,321.76	\$2,029,719.68	\$152,602.08
Oak Brook Public Library		\$1,142,808.00			\$1,142,808.00	\$0.00	\$1,142,808.00	\$1,075,680.00	\$67,128.00
Oak Lawn Public Library	\$5,608,676.68				\$5,608,676.68	(\$329,600.00)	\$5,279,076.68	\$5,153,164.58	\$125,912.10
Oak Park Public Library	\$9,945,372.10				\$9,945,372.10	\$0.00	\$9,945,372.10	\$8,595,978.01	\$1,349,394.09
Palos Heights Public Library	\$1,771,174.47				\$1,771,174.47	\$0.00	\$1,771,174.47	\$1,664,947.49	\$106,226.98
Palos Park Public Library	\$500,671.23				\$500,671.23	\$0.00	\$500,671.23	\$488,824.99	\$11,846.24
Park Forest Public Library	\$1,560,890.68			\$330,914.63	\$1,891,805.31	\$0.00	\$1,891,805.31	\$1,808,220.61	\$83,584.70
Prairie Trails Public Library District	\$2,039,650.27				\$2,039,650.27	\$0.00	\$2,039,650.27	\$1,981,947.73	\$57,702.54
Richton Park Public Library District	\$1,373,025.06				\$1,373,025.06	(\$419,000.00)	\$954,025.06	\$957,801.61	(\$3,776.55)
River Forest Public Library	\$1,427,021.25				\$1,427,021.25	\$0.00	\$1,427,021.25	\$1,381,379.61	\$45,641.64
River Grove Public Library District	\$491,254.24				\$491,254.24	\$0.00	\$491,254.24	\$473,956.66	\$17,297.58
Riverdale Public Library District	\$511,752.87				\$511,752.87	\$0.00	\$511,752.87	\$454,008.62	\$57,744.25
Riverside Public Library	\$1,310,107.53				\$1,310,107.53	\$0.00	\$1,310,107.53	\$1,275,063.99	\$35,043.54
Roselle Public Library District	\$235,845.04	\$1,950,378.06			\$2,186,223.10	\$0.00	\$2,186,223.10	\$2,153,254.40	\$32,968.70
Schiller Park Public Library	\$1,238,753.29				\$1,238,753.29	\$0.00	\$1,238,753.29	\$1,164,583.73	\$74,169.56
South Holland Public Library	\$2,313,987.74				\$2,313,987.74	\$0.00	\$2,313,987.74	\$2,232,072.80	\$81,914.94
St Charles Public Library District		\$558,824.16	\$7,615,638.64		\$8,174,462.80	\$0.00	\$8,174,462.80	\$7,992,665.71	\$181,797.09
Steger-South Chicago Heights Public Library District	\$283,539.06			\$146,402.24	\$429,941.30	(\$116,200.68)	\$313,740.62	\$430,988.71	(\$117,248.09)
Stickney-Forest View Public Library District	\$1,344,504.38				\$1,344,504.38	(\$139,550.00)	\$1,204,954.38	\$1,137,048.34	\$67,906.04
Sugar Grove Public Library District			\$1,503,678.64		\$1,503,678.64	(\$812,400.00)	\$691,278.64	\$678,795.40	\$12,483.24
Summit Public Library District	\$702,699.50				\$702,699.50	(\$539,779.50)	\$162,920.00	\$400,691.83	(\$237,771.83)
Thomas Ford Memorial Library	\$1,807,514.78				\$1,807,514.78	(\$241,600.00)	\$1,565,914.78	\$1,528,467.58	\$37,447.20
Thornton Public Library	\$161,018.80				\$161,018.80	\$0.00	\$161,018.80	\$155,510.84	\$5,507.96
Tinley Park Public Library	\$4,800,296.44			\$1,358,335.07	\$6,158,631.51	(\$536,400.00)	\$5,622,231.51	\$5,662,120.13	(\$39,888.62)
Town and Country Public Library District			\$1,472,117.92		\$1,472,117.92	\$0.00	\$1,472,117.92	\$1,429,303.46	\$42,814.46
University Park Public Library District	\$12,541.84			\$573,363.51	\$585,905.35	\$0.00	\$585,905.35	\$581,109.30	\$4,796.05
Villa Park Public Library		\$3,193,083.56			\$3,193,083.56	(\$840,050.00)	\$2,353,033.56	\$2,306,404.33	\$46,629.23
Warrenville Public Library District		\$2,033,809.45			\$2,033,809.45	(\$169,452.00)	\$1,864,357.45	\$1,818,095.07	\$46,262.38
West Chicago Public Library District		\$2,470,197.10			\$2,470,197.10	\$0.00	\$2,470,197.10	\$2,375,062.43	\$95,134.67

Chart 2: Public Library County Tax Payments

Library Name	Cook County Treasurer Tax Year 2021	DuPage County Treasurer Tax Year 2021	Kane County Treasurer Tax Year 2021	Will County County Treasurer Tax Year 2021	Total Tax Revenue Issued	Bond Amount 2021 (Removed)	Public Library Tax Revenue Total 2021	Prior year Tax Revenue	Tax revenue change
Westchester Public Library	\$1,362,299.68				\$1,362,299.68	\$0.00	\$1,362,299.68	\$1,332,520.96	\$29,778.72
Westmont Public Library		\$2,089,032.98			\$2,089,032.98	\$0.00	\$2,089,032.98	\$2,038,918.02	\$50,114.96
William Leonard Public Library District	\$241,671.21				\$241,671.21	\$0.00	\$241,671.21	\$253,079.79	(\$11,408.58)
Wood Dale Public Library District		\$2,662,532.62			\$2,662,532.62	\$0.00	\$2,662,532.62	\$2,591,295.10	\$71,237.52
Woodridge Public Library		\$3,655,693.42		\$250,436.40	\$3,906,129.82	\$0.00	\$3,906,129.82	\$3,877,085.33	\$29,044.49
Worth Public Library District	\$846,067.82				\$846,067.82	\$0.00	\$846,067.82	\$834,332.82	\$11,735.00

Chart 3: Public Library Bond Amounts Reported

Public Library	Bond Amt for FY25 Fee Formula (2021)	Annual Debt Service 2022	Annual Debt Service 2023	Annual Debt Service 2024	Annual Debt Service 2025	Annual Debt Service 2026	Annual Debt Service 2027	Annual Debt Service 2028
Addison Public Library	\$ -							
Acorn Public Library District	\$ 30,118	\$ 30,278.00	\$ 30,398.00	\$ 30,478.00	\$ 29,518.00	\$ 29,558.00	\$ 29,483.00	\$ 29,365.00
Alsip-Merrionette Park Public Library District	\$ -							
Batavia Public Library District	\$ -							
Bedford Park Public Library District	\$ -							
Beecher Community Library District	\$ -							
Bellwood Public Library	\$ -							
Bensenville Community Public Library District	\$ -							
Berkeley Public Library	\$ -							
Berwyn Public Library	\$ -							
Bloomington Public Library	\$ -							
Blue Island Public Library	\$ -							
Bridgeview Public Library	\$ 256,850	\$ 253,650.00	\$ 255,250.00	\$ 258,650.00	\$ 256,750.00	\$ 254,700.00	\$ 257,500.00	
Broadview Public Library District	\$ 266,630	\$ 267,455.00	\$ 267,872.50	\$ 268,172.50	\$ 272,842.50	\$ 272,252.50	\$ 270,652.50	\$ 268,902.50
Brookfield Public Library	\$ -							
Calumet City Public Library	\$ -							
Calumet Park Public Library	\$ -							
Carol Stream Public Library	\$ 234,461	\$ 234,461.00	\$ 234,461.00	\$ 234,461.00	\$ 234,461.00	\$ 234,461.00	\$ 234,461.00	
Chicago Heights Public Library	\$ -							
Chicago Ridge Public Library	\$ -							
Cicero Public Library	\$ -							
Clarendon Hills Public Library	\$ -							
Crestwood Public Library District	\$ -							
Crete Public Library District	\$ -							
Dolton Public Library District	\$ -							
Downers Grove Public Library	\$ -							
Eisenhower Public Library District	\$ 670,311	\$ 670,671.00	\$ 672,103.00	\$ 693,519.00	\$ 669,144.00	\$ 667,968.00	\$ 671,616.00	
Elmwood Park Public Library	\$ -							
Evergreen Park Public Library	\$ -							
Flossmoor Public Library	\$ -							
Forest Park Public Library	\$ -							
Frankfort Public Library District	\$ -							
Franklin Park Public Library District	\$ -							
Geneva Public Library District	\$ 1,565,271	\$ 1,576,546.26	\$ 1,580,946.26	\$ 1,588,471.26	\$ 1,598,821.26	\$ 1,599,921.26	\$ 1,606,646.26	\$ 1,610,821.26
Glen Ellyn Public Library	\$ -							
Glenside Public Library District	\$ 368,140	\$ 372,115.02	\$ 365,565.02	\$ 368,595.02	\$ 365,987.52	\$ 362,918.77	\$ 374,015.63	\$ 359,140.63
Glenwood-Lynwood Public Library District	\$ 454,913	\$ 450,612.50	\$ 455,375.00	\$ 453,825.00	\$ 455,225.00	\$ 451,025.00	\$ 456,425.00	\$ 451,025.00
Grande Prairie Public Library District	\$ -							
Green Hills Public Library District	\$ 380,000	\$ 390,000.00	\$ 405,000.00	\$ 150,000.00				
Harvey Public Library District	\$ -							
Hillside Public Library	\$ -							
Hinsdale Public Library	\$ 247,112	\$ 252,912.00	\$ 268,512.00	\$ 268,712.00	\$ 283,812.00	\$ 293,114.00	\$ 296,816.00	
Hodgkins Public Library District	\$ -							
Homewood Public Library District	\$ -							
Indian Prairie Public Library District	\$ -							
Itasca Community Library	\$ -							
Justice Public Library District	\$ -							
Kaneville Public Library District	\$ -							

Chart 3: Public Library Bond Amounts Reported

Public Library	Bond Amt for FY25 Fee Formula (2021)	Annual Debt Service 2022	Annual Debt Service 2023	Annual Debt Service 2024	Annual Debt Service 2025	Annual Debt Service 2026	Annual Debt Service 2027	Annual Debt Service 2028
La Grange Public Library	\$ 623,050	\$ 626,550.00	\$ 624,750.00	\$ 612,750.00				
LaGrange Park Public Library District	\$ 155,725	\$ 151,525.00	\$ 147,150.00	\$ 152,438.00				
Lansing Public Library	\$ 185,900	\$ 183,700.00						
Lyons Public Library	\$ 15,000	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00
Markham Public Library	\$ 93,150	\$ 93,150.00	\$ 1,320,075.00	\$ 27,000.00	\$ 613,500.00			
Matteson Area Public Library District	\$ -							
Maywood Public Library District	\$ -							
McCook Public Library District	\$ 164,035	\$ 162,285.00						
Melrose Park Public Library	\$ -							
Messenger Public Library of North Aurora	\$ -							
Midlothian Public Library	\$ 212,070	\$ 239,294.50	\$ 245,802.50	\$ 251,907.50	\$ 252,607.50	\$ 247,974.50	\$ 193,095.50	\$ 189,236.00
Nancy L. McConathy Public Library District	\$ -							
North Riverside Public Library District	\$ -							
Northlake Public Library District	\$ 695,725	\$ 722,425.00	\$ 722,775.00	\$ 714,150.00				
Oak Brook Public Library	\$ -							
Oak Lawn Public Library	\$ 329,600							
Oak Park Public Library	\$ -							
Palos Heights Public Library	\$ -							
Palos Park Public Library	\$ -							
Park Forest Public Library	\$ -							
Prairie Trails Public Library District	\$ -							
Richton Park Public Library District	\$ 419,000	\$ 421,162.50	\$ 423,050.00	\$ 418,900.00	\$ 419,600.00	\$ 423,400.00	\$ 420,000.00	\$ 421,200.00
River Forest Public Library	\$ -							
River Grove Public Library District	\$ -							
Riverdale Public Library District	\$ -							
Riverside Public Library	\$ -							
Roselle Public Library District	\$ -							
Schiller Park Public Library	\$ -							
South Holland Public Library	\$ -							
St Charles Public Library District	\$ -							
Steger-South Chicago Heights Public Library District	\$ 116,201							
Stickney-Forest View Public Library District	\$ 139,550	\$ 142,150.00	\$ 139,650.00	\$ 142,150.00	\$ 143,250.00	\$ 144,200.00		
Sugar Grove Public Library District	\$ 812,400	\$ 839,450.00						
Summit Public Library District	\$ 539,780	\$ 315,487.00						
Thomas Ford Memorial Library	\$ 241,600	\$ 239,200.00	\$ 239,200.00	\$ 236,600.00	\$ 233,800.00	\$ 230,800.00	\$ 232,600.00	\$ 234,000.00
Thornton Public Library	\$ -							
Tinley Park Public Library	\$ 536,400							
Town and Country Public Library District	\$ -							
University Park Public Library District	\$ -							
Villa Park Public Library	\$ 840,050	\$ 842,250.00	\$ 833,650.00	\$ 834,650.00	\$ 834,850.00	\$ 839,250.00	\$ 834,850.00	\$ 834,550.00
Warrenville Public Library District	\$ 169,452	\$166,666.00	\$168,830.25	\$170,895.00	\$167,875.25	\$171,741.00	\$173,507.25	\$175,174.00
West Chicago Public Library District	\$ -							
Westchester Public Library	\$ -							
Westmont Public Library	\$ -							
William Leonard Public Library District	\$ -							
Wood Dale Public Library District	\$ -							
Woodridge Public Library	\$ -							

Chart 3: Public Library Bond Amounts Reported

Public Library	Bond Amt for FY25 Fee Formula (2021)	Annual Debt Service 2022	Annual Debt Service 2023	Annual Debt Service 2024	Annual Debt Service 2025	Annual Debt Service 2026	Annual Debt Service 2027	Annual Debt Service 2028
Worth Public Library District	\$ -							

Chart 4: Academic, School, Special Library Fees

Academic Libraries

- 1) Student Population, rounded to nearest 1,000 * 2 [Fall 2020 IBHE profile]
- 2) Title Count rounded to nearest 1,000 / 3

	Population	Item Count	Pop Fee	Item/Title Fee	FY25 Total
National University of Health Sciences	523	27,441	\$ 2,000	\$ 9,000	\$ 11,000

School Libraries

- 1) Student Population, rounded to nearest 1000 * 5 [2021-2022 Illinois Report Card data]
- 2) Building Location/Branch Fee \$2,500 per building

	Population	Buildings	Pop Fee	Building Fee	FY25 Total
Bensenville School District #2	1,976	3	\$ 10,000	\$ 7,500	\$ 17,500

Special Libraries

- 1) Title Fee (Tier 1 <10,000 \$7,500; Tier 2 <40,000 \$10,000; Tier 3 > 40,000 \$12,500)
- 2) Building Location/Branch Fee \$2,500 per building

	Buildings	Title Count	Building Fee	Title Fee	FY25 Total
Morton Arboretum	1	23,577	\$ 2,500	\$ 10,000	\$ 12,500
The Theosophical Society in America	1	29,116	\$ 2,500	\$ 10,000	\$ 12,500

SWAN EBSCO Group-purchase discount pricing year-5 renewal:

Estimated fees for FY25

Based on 85 participants 3.0% increase on renewal price

Library Name	Public Library Tax Revenue Total 2021	EBSCO FY24 Pricing: RAILS Group B Package		EBSCO FY25 Pricing: RAILS Group B Package with 3% increase
Acorn Public Library District	\$ 1,166,234.24	\$ 14,493	\$	14,928
Addison Public Library	\$ 5,599,387.03	\$ 19,195	\$	19,771
Alsip-Merrionette Park Public Library District	\$ 2,974,431.00	\$ 9,762	\$	10,055
Batavia Public Library District	\$ 4,578,320.14	\$ 9,762	\$	10,055
Bedford Park Public Library District	\$ 1,534,992.80	\$ 3,300	\$	3,399
Beecher Community Library District	\$ 332,740.51	\$ 5,753	\$	5,926
Bellwood Public Library	\$ 1,750,523.64	\$ 9,762	\$	10,055
Bensenville Community Public Library District	\$ 1,680,326.81	\$ 9,762	\$	10,055
Berkeley Public Library	\$ 451,558.71	\$ 5,753	\$	5,926
Berwyn Public Library	\$ 3,439,563.27	\$ 19,195	\$	19,771
Bloomington Public Library	\$ 2,996,267.24	\$ 9,762	\$	10,055
Bridgeview Public Library	\$ 1,117,542.82	\$ 9,762	\$	10,055
Broadview Public Library District	\$ 1,260,470.05	\$ 5,753	\$	5,926
Brookfield Public Library	\$ 2,433,019.96	\$ 9,762	\$	10,055
Calumet City Public Library	\$ 1,574,684.51	\$ 14,071	\$	14,493
Carol Stream Public Library	\$ 3,502,379.11	\$ 14,071	\$	14,493
Chicago Heights Public Library	\$ 820,168.93	\$ 14,071	\$	14,493
Cicero Public Library	\$ 1,878,062.08	\$ 26,466	\$	27,260
Clarendon Hills Public Library	\$ 816,940.66	\$ 5,753	\$	5,926
Crestwood Public Library District	\$ 617,609.73	\$ 5,753	\$	5,926
Crete Public Library District	\$ 1,862,000.88	\$ 9,762	\$	10,055
Dolton Public Library District	\$ 977,094.05	\$ 9,762	\$	10,055
Downers Grove Public Library	\$ 5,869,456.88	\$ 14,071	\$	14,493
Eisenhower Public Library District	\$ 4,048,762.43	\$ 9,762	\$	10,055
Elmwood Park Public Library	\$ 1,698,150.61	\$ 9,762	\$	10,055
Evergreen Park Public Library	\$ 1,315,346.52	\$ 9,762	\$	10,055
Flossmoor Public Library	\$ 1,439,855.84	\$ 5,753	\$	5,926
Forest Park Public Library	\$ 2,001,577.95	\$ 9,762	\$	10,055
Frankfort Public Library District	\$ 2,629,473.04	\$ 14,071	\$	14,493
Franklin Park Public Library District	\$ 1,823,075.35	\$ 9,762	\$	10,055
Geneva Public Library District	\$ 5,371,330.73	\$ 14,071	\$	14,493
Glen Ellyn Public Library	\$ 4,710,924.74	\$ 9,762	\$	10,055
Glenside Public Library District	\$ 3,381,390.44	\$ 15,981	\$	16,461
Grande Prairie Public Library District	\$ 1,533,267.14	\$ 14,071	\$	14,493
Green Hills Public Library District	\$ 2,547,527.85	\$ 14,071	\$	14,493
Harvey Public Library District	\$ 985,803.01	\$ 9,762	\$	10,055
Hillside Public Library	\$ 1,460,082.85	\$ 5,753	\$	5,926
Hinsdale Public Library	\$ 3,100,922.96	\$ 9,762	\$	10,055
Hodgkins Public Library District	\$ 685,337.37	\$ 3,300	\$	3,399
Homewood Public Library District	\$ 2,452,878.73	\$ 9,762	\$	10,055
Indian Prairie Public Library District	\$ 3,891,335.28	\$ 14,071	\$	14,493
Itasca Community Library	\$ 1,671,464.19	\$ 5,753	\$	5,926
Justice Public Library District	\$ 154,987.45	\$ 9,762	\$	10,055
Kaneville Public Library District	\$ 90,087.33	\$ 3,300	\$	3,399
LaGrange Park Public Library District	\$ 1,839,937.97	\$ 9,762	\$	10,055
Lansing Public Library	\$ 2,840,555.58	\$ 9,762	\$	10,055
Lyons Public Library	\$ 735,618.69	\$ 9,762	\$	10,055
Markham Public Library	\$ 682,138.82	\$ 9,762	\$	10,055
Matteson Area Public Library District	\$ 2,734,733.96	\$ 9,762	\$	10,055
Maywood Public Library District	\$ 1,399,493.91	\$ 9,762	\$	10,055
McCook Public Library District	\$ 480,160.66	\$ 3,300	\$	3,399

SWAN EBSCO Group-purchase discount pricing year-5 renewal:
Estimated fees for FY25
Based on 85 participants 3.0% increase on renewal price

Library Name	Public Library Tax Revenue Total 2021	EBSCO FY24 Pricing: RAILS Group B Package		EBSCO FY25 Pricing: RAILS Group B Package with 3% increase
Melrose Park Public Library	\$ 979,806.22	\$ 9,762	\$	10,055
Messenger Public Library of North Aurora	\$ 1,949,599.16	\$ 9,762	\$	10,055
Midlothian Public Library	\$ 1,354,724.53	\$ 9,762	\$	10,055
Nancy L. McConathy Public Library District	\$ 341,052.43	\$ 9,762	\$	10,055
North Riverside Public Library District	\$ 1,097,685.66	\$ 5,753	\$	5,926
Oak Brook Public Library	\$ 1,142,808.00	\$ 5,753	\$	5,926
Oak Lawn Public Library	\$ 5,279,076.68	\$ 19,195	\$	19,771
Oak Park Public Library	\$ 9,945,372.10	\$ 19,195	\$	19,771
Palos Heights Public Library	\$ 1,771,174.47	\$ 9,762	\$	10,055
Palos Park Public Library	\$ 500,671.23	\$ 3,300	\$	3,399
Park Forest Public Library	\$ 1,891,805.31	\$ 9,762	\$	10,055
Prairie Trails Public Library District	\$ 2,039,650.27	\$ 14,071	\$	14,493
Richton Park Public Library District	\$ 954,025.06	\$ 9,762	\$	10,055
River Forest Public Library	\$ 1,427,021.25	\$ 9,762	\$	10,055
River Grove Public Library District	\$ 491,254.24	\$ 9,762	\$	10,055
Riverside Public Library	\$ 1,310,107.53	\$ 5,753	\$	5,926
Roselle Public Library District	\$ 2,186,223.10	\$ 11,089	\$	11,421
Schiller Park Public Library	\$ 1,238,753.29	\$ 9,762	\$	10,055
South Holland Public Library	\$ 2,313,987.74	\$ 9,762	\$	10,055
St Charles Public Library District	\$ 8,174,462.80	\$ 19,195	\$	19,771
Stickney-Forest View Public Library District	\$ 1,204,954.38	\$ 9,762	\$	10,055
Sugar Grove Public Library District	\$ 691,278.64	\$ 9,762	\$	10,055
Summit Public Library District	\$ 162,920.00	\$ 9,762	\$	10,055
Thomas Ford Memorial Library	\$ 1,565,914.78	\$ 9,762	\$	10,055
Thornton Public Library	\$ 161,018.80	\$ 3,300	\$	3,399
Tinley Park Public Library	\$ 5,622,231.51	\$ 19,195	\$	19,771
University Park Public Library District	\$ 585,905.35	\$ 5,753	\$	5,926
Villa Park Public Library	\$ 2,353,033.56	\$ 9,762	\$	10,055
Warrenville Public Library District	\$ 1,864,357.45	\$ 11,089	\$	11,421
West Chicago Public Library District	\$ 2,470,197.10	\$ 9,762	\$	10,055
Westchester Public Library	\$ 1,362,299.68	\$ 9,762	\$	10,055
William Leonard Public Library District	\$ 241,671.21	\$ 5,753	\$	5,926
Wood Dale Public Library District	\$ 2,662,532.62	\$ 9,762	\$	10,055
Worth Public Library District	\$ 846,067.82	\$ 9,762	\$	10,055
		\$ 868,898	\$	894,965
			\$	478,197
			\$	416,768

SWAN EBSCO Group-purchase discount pricing year-5 renewal:

Estimated fees for FY25

Based on 85 participants 3.0% increase on renewal price

EBSCO Full Price as Percentage of Tax Revenue Budget	Price Quartile Group for Year- 5	Price Quartile Group for Year-4	Price Quartile Discount (% changes each year depending)	Group Purchase Discount	SWAN FY25 Group- Purchase Price (Year-5)	Prior year	Increase / (Decrease)
1.28%	Group 1	Group 1	30.50%	69.50%	\$4,553	\$4,384	\$169
0.35%	Group 4	Group 4	65.50%	34.50%	\$12,950	\$0	\$12,950
0.34%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.22%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
0.22%	Group 4	Group 4	65.50%	34.50%	\$2,226	\$2,153	\$73
1.78%	Group 1	Group 1	30.50%	69.50%	\$1,807	\$1,740	\$67
0.57%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.60%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
1.31%	Group 1	Group 1	30.50%	69.50%	\$1,807	\$1,740	\$67
0.57%	Group 3	Group 3	59.50%	40.50%	\$11,764	\$11,373	\$391
0.34%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
0.90%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.47%	Group 3	Group 3	59.50%	40.50%	\$3,526	\$3,409	\$117
0.41%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
0.92%	Group 1	Group 1	30.50%	69.50%	\$4,420	\$4,256	\$164
0.41%	Group 4	Group 4	65.50%	34.50%	\$9,493	\$9,181	\$312
1.77%	Group 1	Group 1	30.50%	69.50%	\$4,420	\$4,256	\$164
1.45%	Group 1	Group 1	30.50%	69.50%	\$8,314	\$8,006	\$308
0.73%	Group 2	Group 2	55.50%	44.50%	\$3,289	\$3,179	\$110
0.96%	Group 2	Group 2	55.50%	44.50%	\$3,289	\$3,179	\$110
0.54%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
1.03%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
0.25%	Group 4	Group 4	65.50%	34.50%	\$9,493	\$9,181	\$312
0.25%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
0.59%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.76%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.41%	Group 3	Group 3	59.50%	40.50%	\$3,526	\$3,409	\$117
0.50%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.55%	Group 3	Group 3	59.50%	40.50%	\$8,623	\$8,337	\$286
0.55%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.27%	Group 4	Group 4	65.50%	34.50%	\$9,493	\$9,181	\$312
0.21%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
0.49%	Group 3	Group 3	59.50%	40.50%	\$9,794	\$9,469	\$325
0.95%	Group 1	Group 1	30.50%	69.50%	\$4,420	\$4,256	\$164
0.57%	Group 3	Group 3	59.50%	40.50%	\$8,623	\$8,337	\$286
1.02%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.41%	Group 4	Group 4	65.50%	34.50%	\$3,881	\$3,754	\$127
0.32%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
0.50%	Group 3	Group 3	59.50%	40.50%	\$2,022	\$1,955	\$67
0.41%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.37%	Group 4	Group 4	65.50%	34.50%	\$9,493	\$9,181	\$312
0.35%	Group 4	Group 4	65.50%	34.50%	\$3,881	\$3,754	\$127
6.49%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
3.77%	Group 1	Group 1	30.50%	69.50%	\$1,037	\$998	\$38
0.55%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.35%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
1.37%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
1.47%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
0.37%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
0.72%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.71%	Group 2	Group 2	55.50%	44.50%	\$1,886	\$1,823	\$63

SWAN EBSCO Group-purchase discount pricing year-5 renewal:
Estimated fees for FY25

Based on 85 participants 3.0% increase on renewal price

EBSCO Full Price as Percentage of Tax Revenue Budget	Price Quartile Group for Year- 5	Price Quartile Group for Year-4	Price Quartile Discount (% changes each year depending)	Group Purchase Discount	SWAN FY25 Group- Purchase Price (Year-5)	Prior year	Increase / (Decrease)
1.03%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.52%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.74%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
2.95%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
0.54%	Group 3	Group 3	59.50%	40.50%	\$3,526	\$3,409	\$117
0.52%	Group 3	Group 3	59.50%	40.50%	\$3,526	\$3,409	\$117
0.37%	Group 4	Group 4	65.50%	34.50%	\$12,950	\$12,525	\$425
0.20%	Group 4	Group 4	65.50%	34.50%	\$12,950	\$12,525	\$425
0.57%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.68%	Group 2	Group 2	55.50%	44.50%	\$1,886	\$1,823	\$63
0.53%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.71%	Group 2	Group 2	55.50%	44.50%	\$8,044	\$7,774	\$269
1.05%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
0.70%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
2.05%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
0.45%	Group 3	Group 3	59.50%	40.50%	\$3,526	\$3,409	\$117
0.52%	Group 3	Group 3	59.50%	40.50%	\$6,796	\$6,570	\$226
0.81%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
0.43%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.24%	Group 4	Group 4	65.50%	34.50%	\$12,950	\$12,525	\$425
0.83%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
1.45%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
6.17%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114
0.64%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
2.11%	Group 1	Group 1	30.50%	69.50%	\$1,037	\$998	\$38
0.35%	Group 4	Group 4	65.50%	34.50%	\$12,950	\$12,525	\$425
1.01%	Group 1	Group 1	30.50%	69.50%	\$1,807	\$1,740	\$67
0.43%	Group 3	Group 3	59.50%	40.50%	\$5,983	\$5,784	\$199
0.61%	Group 2	Group 2	55.50%	44.50%	\$6,339	\$6,126	\$212
0.41%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
0.74%	Group 2	Group 2	55.50%	44.50%	\$5,581	\$5,394	\$187
2.45%	Group 1	Group 1	30.50%	69.50%	\$1,807	\$1,740	\$67
0.38%	Group 4	Group 4	65.50%	34.50%	\$6,586	\$6,370	\$216
1.19%	Group 1	Group 1	30.50%	69.50%	\$3,067	\$2,953	\$114

Group purchase total: \$478,197

EBSCO/RAILS invoice (Addison participates + 3% increase): \$477,519

Over/(Under): \$678



SWAN Administrators' & Directors' Quarterly Meeting

March 7, 2024

10:00 a.m. – 12:00 p.m.

Oak Brook Public Library

600 Oak Brook Road, Oak Brook, IL 60523

Meeting Room, or join the live stream of the meeting

Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Action Item – Approval of the December 7, 2023 Quarterly meeting minutes
5. Information Item—Board election for 2024
6. Information Item-- EBSCO group-purchase renewal for 2024
7. Action Item – Approval of the fiscal year 2025 budget & membership fees
8. Announcements and Questions
9. Next meeting: June 1, 2023

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