SWAN BOARD MEETING AGENDA

April 19, 2024 9:30 a.m.

Bloomingdale Public Library
101 Fairfield Way
Bloomingdale, IL 60108-1537

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 April 19, 2024 SWAN Board Meeting Agenda

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

4. Action Item – Approval of SWAN Financials, March 2024 - (Exhibit pgs. 3-12)

    a. Balance sheet and detail of expenditures for March 2024
    b. Approval of the payment of bills for March 1, 2024, through March 31, 2024 in the amount of $81,981.75

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

5. Action Item – Acceptance of the March 22, 2024, SWAN Board Meeting Minutes   Exhibit pgs. 13-15)

    RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 22, 2024 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports
    a. Board President Report
    b. Executive Director Report   (Exhibit pgs. 16-19)
    c. Operations Report   (Exhibit pgs. 20-34)
    d. Treasurer Report
    e. Board Calendar   (Exhibit pgs. 35-36)

7. Action Item – Approve transfer of funds to IMET   (Exhibit pgs. 37-38)

        RESOLVED, SWAN BOARD APPROVES TRANSFER $350,000 FROM OPERATIONS ACCOUNT TO IMET CONVENIENCE FUND

8. Discussion Item – SWAN office search & recommendation (Exhibit pg. 39)

9. Discussion Item – Analysis of SWAN platform survey results (Exhibit pgs. 40-52)

10. Discussion Item – SWAN Board Environmental Scan Task Force

11. Discussion Item – SWAN Board evaluation (see Board Calendar) (Exhibit pgs. 53-57)

12. Adjournment

The next SWAN Board meeting will be held on May 17, 2024 at Blue Island Public Library at 9:30 a.m.

*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 March 31, 2024

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	1,194,741.84
Hinsdale Bank - MM - 5010	1,519,029.05
Propay Funds	42.86
Total Cash and Cash Equivalents	$ 2,713,813.75
Current Assets	
Accounts Receivable	51,336.06
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	14,750.00
Total Current Assets	$ 89,553.14
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	$ 16,551.11
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	$ 1,361,596.92
Total Assets	$ 4,181,514.92
LIABILITIES	
Current Liabilities	
Library Consortia Special Interest Group Funds	5,786.46
Accrued Payroll	48,244.58
Compensated Absences	109,749.24
Total Current Liabilities	$ 163,780.28
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	$ 790,545.30
Total Liabilities	$ 954,325.58
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,707,185.61
Total Beginning Net Assets	$ 2,707,185.61
Current YTD Net Income	$ 520,003.73
Total Fund Balance	$ 3,227,189.34
Total Liabilities and Fund Balances	$ 4,181,514.92

Statement of Revenue and Expenses Summary
For the 9 Months Ended March 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$6,157.46	$2,311,913.49	$3,071,672.00	$ 759,758.51	75.27%
4100 - Membership Reimbursements	449.50	466,630.33	443,223.00	(23,407.33)	105.28%
4200 - Reimbursement for Losses	7,735.97	66,456.77	108,680.00	42,223.23	61.15%
4300 - Grant Revenue	-	390,782.50	515,012.00	124,229.50	75.88%
4400 - Registration & Event Receipts	-	6,260.00	3,400.00	(2,860.00)	184.12%
4500 - Investment & Interest	6,939.54	60,613.77	20,800.00	(39,813.77)	291.41%
4600 - Reserve Fund Transfer	-	17,592.00	73,800.00	56,208.00	23.84%
Total Revenue	21,282.47	3,320,248.86	4,236,587.00	916,338.14	78.37%
Expenses					
5000 - Salaries & Wages	113,420.08	1,109,938.56	1,546,800.00	436,861.44	71.76%
5020 - Personnel Benefits	36,861.21	324,749.36	457,700.00	132,950.64	70.95%
5100 - Building & Grounds	11,569.57	108,956.54	129,510.00	20,553.46	84.13%
5200 - Professional Development	2,001.20	6,628.87	16,700.00	10,071.13	39.69%
5300 - Membership Development	-	4,746.87	7,370.00	2,623.13	64.41%
5400 - Information & Technology Services	9,994.35	578,718.55	1,244,090.00	665,371.45	46.52%
5500 - General Office	256.49	4,031.71	2,700.00	(1,331.71)	149.32%
5600 - Hardware & Equipment	20,482.94	21,438.64	6,300.00	(15,138.64)	340.30%
5700 - Insurance	-	11,218.00	11,500.00	282.00	97.55%
5800 - Contractual Services	15,140.40	110,055.27	216,984.00	106,928.73	50.72%
5900 - Library Materials & Content	3,024.84	516,926.70	565,251.00	48,324.30	91.45%
6000 - Interest & Fees	173.66	2,836.06	4,050.00	1,213.94	70.03%
Total Expenses	212,924.74	2,800,245.13	4,211,277.00	1,411,031.87	66.49%
Excess Revenues less Expenses	$ (191,642.27)	$ 520,003.73	$ 25,310.00	$ (494,693.73)	

Statement of Revenue and Expenses
For the 9 Months Ended March 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 6,157.46	$ 2,308,274.49	$ 3,067,972.00	$ 759,697.51	75.24%
4011 - SWAN Internet Access Membership Fees	0.00	3,639.00	3,700.00	61.00	98.35%
4190 - Member Group Purchase Receipts	449.50	466,630.33	443,223.00	(23,407.33)	105.28%
4220 - Reimbursement Losses for Resource Sharing	3,934.79	32,587.78	63,000.00	30,412.22	51.73%
4240 - E-Commerce Transactions	3,801.18	33,868.99	45,680.00	11,811.01	74.14%
4310 - RAILS Support to SWAN	0.00	374,278.50	498,388.00	124,109.50	75.10%
4320 - Other Grant Revenue	0.00	16,504.00	16,624.00	120.00	99.28%
4499 - Annual Conference Receipts	0.00	6,260.00	3,400.00	(2,860.00)	184.12%
4510 - Interest Income	6,939.54	60,613.77	20,800.00	(39,813.77)	291.41%
4600 - Reserve Fund Transfer	0.00	17,592.00	73,800.00	56,208.00	23.84%
Total Revenue	21,282.47	3,320,248.86	4,236,587.00	916,338.14	78.37%
Expenses					
5000 - Salaries & Wages	113,420.08	1,109,938.56	1,546,800.00	436,861.44	71.76%
5021 - FICA Expense	8,520.17	82,226.41	118,400.00	36,173.59	69.45%
5023 - Worker's Compensation	0.00	4,908.00	4,500.00	(408.00)	109.07%
5024 - Retirement Benefits	10,689.68	104,968.16	140,900.00	35,931.84	74.50%
5025 - Health, Dental, Life And Disability Insurance	17,621.39	132,521.88	192,400.00	59,878.12	68.88%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	29.97	124.91	400.00	275.09	31.23%
5110 - Rent/Lease	11,031.69	100,897.97	117,300.00	16,402.03	86.02%
5120 - Utilities	277.88	4,423.55	6,700.00	2,276.45	66.02%
5130 - Property Insurance	0.00	642.00	650.00	8.00	98.77%
5140 - Repairs & Maintenance	0.00	688.90	860.00	171.10	80.10%
5150 - Custodial Service & Supplies	260.00	2,304.12	4,000.00	1,695.88	57.60%
5210 - Conference Travel	1,283.20	3,295.91	6,000.00	2,704.09	54.93%
5220 - Staff Meetings	0.00	0.00	900.00	900.00	0.00%
5230 - Staff Professional Development	486.00	2,021.76	4,000.00	1,978.24	50.54%
5240 - Professional Association Membership Dues	232.00	1,169.00	2,500.00	1,331.00	46.76%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	142.20	2,500.00	2,357.80	5.69%
5310 - Travel Reimbursement	0.00	529.12	800.00	270.88	66.14%
5320 - Membership Meetings	0.00	76.00	0.00	(76.00)	0.00%
5330 - Library Professional Development	0.00	4,141.75	6,570.00	2,428.25	63.04%
5410 - Infrastructure Licensing	0.00	234.96	0.00	(234.96)	0.00%
5420 - Application Software Licensing	386.39	15,599.21	18,000.00	2,400.79	86.66%
5430 - Server Software Licensing	5,679.31	80,505.85	79,890.00	(615.85)	100.77%
5440 - Library Services Platform	0.00	408,607.69	1,016,300.00	607,692.31	40.21%
5450 - Data Management Services	1,311.60	28,204.41	33,000.00	4,795.59	85.47%
5460 - Information Subscription Service	0.00	19,931.45	75,000.00	55,068.55	26.58%
5470 - Subscription Support Services	484.92	4,723.11	6,800.00	2,076.89	69.46%
5480 - Telecommunications	1,102.23	9,884.47	14,500.00	4,615.53	68.17%
5490 - Group Purchases - Services	1,029.90	11,027.40	600.00	(10,427.40)	1837.90%
5510 - Office Supplies	186.14	3,249.24	2,200.00	(1,049.24)	147.69%
5520 - Postage	70.35	588.49	500.00	(88.49)	117.70%
5599 - Annual Conference Supplies	0.00	193.98	0.00	(193.98)	0.00%
5610 - Equipment Rental/Maintenance	0.00	955.70	1,000.00	44.30	95.57%
5620 - Hardware	0.00	0.00	4,200.00	4,200.00	0.00%
5690 - Group Purchases - Hardware	20,482.94	20,482.94	1,100.00	(19,382.94)	1862.09%
5700 - Insurance	0.00	11,218.00	11,500.00	282.00	97.55%
5810 - Legal	0.00	215.00	1,500.00	1,285.00	14.33%
5820 - Accounting	1,055.00	8,440.00	19,160.00	10,720.00	44.05%

Statement of Revenue and Expenses
For the 9 Months Ended March 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5830 - Consulting	0.00	3,175.00	75,000.00	71,825.00	4.23%
5840 - Payroll Service Fees	359.54	3,538.19	3,600.00	61.81	98.28%
5850 - Contractual Agreements	0.00	21,624.00	16,624.00	(5,000.00)	130.08%
5860 - Notification & Collection	13,725.86	64,207.08	92,200.00	27,992.92	69.64%
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	0.00	28,507.22	63,000.00	34,492.78	45.25%
5940 - E-Commerce Payment Transactions	3,024.84	33,130.10	45,680.00	12,549.90	72.53%
5990 - Group Purchases - Content	0.00	455,289.38	451,271.00	(4,018.38)	100.89%
6010 - Bank Fees	173.66	2,004.66	3,700.00	1,695.34	54.18%
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	212,924.74	2,800,245.13	4,211,277.00	1,411,031.87	66.49%
Excess Revenues less Expenses	$ (191,642.27)	$ 520,003.73	$ 25,310.00	$ (494,693.73)	

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				10414	03/18/24	15.11
5940	E-Commerce Payment Transactions	Acorn Public Library	15.11			
Addison Public Library				10415	03/18/24	15.15
5940	E-Commerce Payment Transactions	Addison Public Library	15.15			
Batavia Public Library				10416	03/18/24	96.60
5940	E-Commerce Payment Transactions	0	96.60			
Beecher Community Library District				10417	03/18/24	43.82
5940	E-Commerce Payment Transactions	Beecher Community Library District	43.82			
Bensenville Community Public Library District				10418	03/18/24	21.76
5940	E-Commerce Payment Transactions	Bensenville Community Public Library District	21.76			
Berwyn Public Library				10419	03/18/24	94.56
5940	E-Commerce Payment Transactions	Berwyn Public Library	94.56			
Bloomingdale Public Library				10420	03/18/24	56.44
5940	E-Commerce Payment Transactions	Bloomingdale Public Library	56.44			
Blue Island Public Library				10421	03/18/24	5.23
5940	E-Commerce Payment Transactions	Blue Island Public Library	5.23			
Cicero Public Library				10422	03/18/24	99.93
5940	E-Commerce Payment Transactions	Cicero Public Library	99.93			
Clarendon Hills Public Library				10423	03/18/24	36.95
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	36.95			
Crete Public Library District				10424	03/18/24	15.11
5940	E-Commerce Payment Transactions	Crete Public Library District	15.11			
Elmwood Park Public Library				10425	03/18/24	18.96
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	18.96			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Flossmoor Public Library				10426	03/18/24	97.58
5940	E-Commerce Payment Transactions	Flossmoor Public Library	97.58			
Forest Park Public Library				10427	03/18/24	153.36
5940	E-Commerce Payment Transactions	Forest Park Public Library	153.36			
Franklin Park Public Library District				10428	03/18/24	13.12
5940	E-Commerce Payment Transactions	Franklin Park Public Library District	13.12			
Geneva Public Library District				10429	03/18/24	255.97
5940	E-Commerce Payment Transactions	Geneva Public Library District	255.97			
Glen Ellyn Public Library				10430	03/18/24	68.48
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	68.48			
Glenside Public Library				10431	03/18/24	140.22
5940	E-Commerce Payment Transactions	Glenside Public Library	140.22			
Grande Prairie Public Library				10432	03/18/24	37.36
5940	E-Commerce Payment Transactions	Grande Prairie Public Library	37.36			
Green Hills Public Library District				10433	03/18/24	67.92
5940	E-Commerce Payment Transactions	Green Hills Public Library District	67.92			
Harvey Public Library District				10434	03/18/24	5.61
5940	E-Commerce Payment Transactions	Harvey Public Library District	5.61			
Hillside Public Library				10435	03/18/24	30.39
5940	E-Commerce Payment Transactions	Hillside Public Library	30.39			
Justice Public Library District				10436	03/18/24	159.12
5940	E-Commerce Payment Transactions	Justice Public Library District	159.12			
Linda Sokol Francis Brookfield Library				10437	03/18/24	72.75
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	72.75			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Lyons Public Library				10438	03/18/24	41.60
5940	E-Commerce Payment Transactions	Lyons Public Library	41.60			
McCook Public Library District				10439	03/18/24	33.29
5940	E-Commerce Payment Transactions	McCook Public Library District	33.29			
Messenger Public Library of North Aurora				10440	03/18/24	71.52
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	71.52			
Nancy L. McConathy Public Library District				10441	03/18/24	10.36
5940	E-Commerce Payment Transactions	Nancy L. McConathy Public Library District	10.36			
Oak Brook Public Library				10442	03/18/24	124.95
5940	E-Commerce Payment Transactions	Oak Brook Public Library	124.95			
Oak Lawn Public Library				10443	03/18/24	43.55
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	43.55			
Oak Park Public Library				10444	03/18/24	386.90
5940	E-Commerce Payment Transactions	Oak Park Public Library	386.90			
Park Forest Public Library				10445	03/18/24	28.23
5940	E-Commerce Payment Transactions	Park Forest Public Library	28.23			
Prairie Trails Public Library District				10446	03/18/24	63.65
5940	E-Commerce Payment Transactions	Prairie Trails Public Library District	63.65			
River Forest Public Library				10447	03/18/24	30.33
5940	E-Commerce Payment Transactions	River Forest Public Library	30.33			
River Grove Public Library District				10448	03/18/24	16.06
5940	E-Commerce Payment Transactions	River Grove Public Library District	16.06			
Schiller Park Public Library				10449	03/18/24	62.42
5940	E-Commerce Payment Transactions	Schiller Park Public Library	62.42			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
South Holland Public Library				10450	03/18/24	56.27
5940	E-Commerce Payment Transactions	South Holland Public Library	56.27			
St. Charles Public Library District				10451	03/18/24	128.32
5940	E-Commerce Payment Transactions	St. Charles Public Library District	128.32			
Steger-South Chicago Heights				10452	03/18/24	5.13
5940	E-Commerce Payment Transactions	Steger-South Chicago Heights	5.13			
Sugar Grove Public Library District				10453	03/18/24	105.44
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	105.44			
University Park Public Library District				10454	03/18/24	12.49
5940	E-Commerce Payment Transactions	University Park Public Library District	12.49			
Westchester Public Library				10455	03/18/24	20.72
5940	E-Commerce Payment Transactions	Westchester Public Library	20.72			
Westmont Public Library				10456	03/18/24	114.96
5940	E-Commerce Payment Transactions	Westmont Public Library	114.96			
Woodridge Public Library				10457	03/18/24	47.15
5940	E-Commerce Payment Transactions	Woodridge Public Library	47.15			
Comcast				10458	03/21/24	764.95
5480	Telecommunications	Comcast - Mar 01, 2024 to Mar 31, 2024	764.95			
Lauterbach & Amen, LLP				10459	03/21/24	1,055.00
5820	Accounting	Lauterbach & Amen, LLP - February	1,055.00			
LIMRiCC				10460	03/21/24	18,751.13
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - March	18,751.13			
Marcive, Inc.				10461	03/21/24	1,311.60

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5450	Data Management Services	Marcive, Inc.	1,024.50			
5450	Data Management Services	Marcive, Inc.	287.10			
Nicor Gas				10462	03/21/24	156.32
5120	Utilities	Nicor Gas - 02/14/24 - 03/14/24	156.32			
Reliance Standard Life Insurance Co.				10463	03/21/24	952.69
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - April	952.69			
Unique Integrated Communications, Inc.				10464	03/21/24	13,725.86
5860	Notification & Collection	Unique Integrated Communications, Inc. remainder due	6,098.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Annual Maint. Fee	500.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	6,715.50			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Curbside Comm	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices	372.36			
Wellness Insurance Network-WIN				10465	03/21/24	167.68
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN March	167.68			
ComEd				50569	03/31/24	(249.52)
5120	Utilities	To VOID Handwritten Check 50569	-249.52			
ComEd				51077	03/04/24	371.08
5120	Utilities	ComEd -1/19/24- 2/23/24	371.08			
T.A. Systems Inc.				51078	03/28/24	260.00
5150	Custodial Service & Supplies	T.A. Systems Inc. - February	260.00			
CDW-G				51079	03/28/24	20,482.94
5690	Group Purchases - Hardware	CDW-G - SonicWalls	20,482.94			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Quail Ridge Drive Investors, LLC				51080	03/28/24	11,031.69
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - April	11,031.69			
First Bankcard				51081	03/31/24	10,175.49
5210	Conference Travel	First Bankcard - expedia hotel stay - Nickson	874.00			
5210	Conference Travel	First Bankcard - expedia flight - Nickson	409.20			
5230	Staff Professional Development	First Bankcard - COSUGI - Nickson	486.00			
5240	Professional Association Membership Dues	First Bankcard - ALA dues - Romanowski	232.00			
5420	Application Software Licensing	First Bankcard - zoom	332.39			
5420	Application Software Licensing	First Bankcard - mailchimp	54.00			
5430	Server Software Licensing	First Bankcard - microsoft azure	5,236.62			
5430	Server Software Licensing	First Bankcard - microsoft	337.66			
5430	Server Software Licensing	First Bankcard - DNS made easy	105.03			
5470	Subscription Support Services	First Bankcard - statuscake	195.92			
5470	Subscription Support Services	First Bankcard - twilio sendgrid	289.00			
5480	Telecommunications	First Bankcard - grasshopper	49.28			
5480	Telecommunications	First Bankcard - microsoft calling plaln	288.00			
5490	Group Purchases - Services	First Bankcard - Envsion Ware	1,029.90			
5510	Office Supplies	First Bankcard - amazon	49.98			
5510	Office Supplies	First Bankcard - amazon	47.99			
5510	Office Supplies	First Bankcard - amazon	17.11			
5510	Office Supplies	First Bankcard - amazon	8.59			
5510	Office Supplies	First Bankcard - amazon	62.47			
5520	Postage	First Bankcard - postage	70.35			

					Check List Total	81,981.75

SWAN BOARD MEETING MINUTES

March 22, 2024, 9:30 a.m.
Bloomingdale Public Library
101 Fairfield Way
Bloomingdale, IL 60108

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

   President Cottrill called the meeting to order at 9:34 a.m. The following Board members were present to establish a quorum.

   a. Jesse Blazek
   b. Jennifer Cottrill
   c. Tim Jarzemsky
   d. Sam Johnson – arrived at 9:52 a.m.
   e. Dorothy Koll
   f. Colleen Waltman

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

   There was no public comment.

3. **Action Item**
   Acceptance of the March 22, 2024, SWAN Board Meeting Agenda

   Koll moved, seconded by Johnson that it be

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 22, 2024, SWAN BOARD MEETING AGENDA AS PRESENTED

   Motion carried by unanimous voice vote.

4. **Action Item**
   Acceptance of the SWAN Financials, February 2024

   Jarzemsky moved, seconded by Waltman that it be

   > RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR FEBRUARY 1, 2024, THROUGH FEBRUARY 29, 2024, AND ACCEPTS THE BALANCE SHEET AND DETAILS OF EXPENDITURES FOR FEBRUARY 2024 AS PRESENTED

   Motion carried by roll call vote with the following results:

   Ayes: Blazek, Cottrill, Jarzemsky, Koll, Waltman

5. **Action Item**

   Acceptance of the February 16, 2024, SWAN Board Meeting Minutes

   Koll moved, seconded by Waltman that it be

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 2024, SWAN BOARD
   > MEETING MINIUTES AS PRESENTED

   Motion carried by unanimous voice vote.

6. **Reports**

   a. **Board President Report**
      None

   b. **Executive Director Report**
      Skog discussed the SWAN office search which includes 3 options with a recommendation
      to negotiate a 7-year lease. Skog attended the RAILS Consortia committee meeting and
      discussed the RAILCAR project.

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

   d. **Treasurers Report**
      Discussed investing into IMET

   e. **Board Calendar**
      Reviewed

7. **Member satisfaction with SWAN platform survey results**
   The board members reviewed and discussed the survey results.

   Cottrill adjourned the meeting at 10:42 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Jesse Blazek
Board Secretary

SWAN Executive Director Report

April 19, 2024

Update on Activities

Facility search

We have completed our search for a new office and the recommendation is included as a memo in the April 19th Board meeting packet. The lease negotiation will take several weeks, between the owner's and our attorney at Klein Thorpe Jenkins. The goal is to have a finalized lease signed by July 1st.

RAILS Consortia Committee meeting update

I attended the meeting on April 15th at RAILS Burr Ridge in person. We received an update on the statewide RFP for library research databases that just closed on March 29th. The State Library has not shared any details about responses received.

The data requested during the LLSAP Catalog Grant application process is now available publicly via the RAILS "Data in Libraries" webpage. This data is under the RAILCAR heading.

Data in Libraries | Reaching Across Illinois Library System (railslibraries.org)
RAILCAR_LLSAPs | Tableau Public
RAILCAR_Publics | Tableau Public

The information shared on the data portal to date is incomplete and does not reflect all the information collected within the grant application. There will be another update on RAILCAR at the next meeting, for which there are no dates set for 2024.

Legal opinion for online card registration

SWAN staff have been building online card registration within Aspen Discovery. This process includes providing some guidance for us and libraries on the data collection and data retention during the registration process. I will be providing a summary of the questions and answers from our legal opinion, which has now moved to obtaining clarification from the Illinois State Archives.

Board Considerations

Platform survey

The Management Team met to finalize the analysis of written comments and the results from the activity are included in this month's meeting packet under its agenda item.

Board Environmental Scan Task Force

Board representatives Jennifer Cottrill, Jesse Blazek, and Anna Wassenaar will meet following the April 19th board meeting adjournment to discuss the process for conducting an environmental scan for alternative options for the SirsiDynix platforms currently used by SWAN.

Board evaluation

The Board has an online self-evaluation that is included in the meeting packet for review and suggested revisions. I will send out the link to the evaluation once those revisions have been incorporated.

Monthly Financial Report

March Balance Sheet

The Fund Balance Unrestricted line for February is at $2,707,185.61 which is unchanged from the month prior. 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 75% 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 78%.

	FY24 Budget	Ending March 2024	Percentage of budget YTD 75%
Total Revenue	$4,236,587.00	$3,320,248.86	78%
Total Expenses	$4,211,277.00	$2,800,245.13	66%
Over / (Under)	**$25,310.00**	**$520,003.73**	

Accounts Receivable

4010 - SWAN Full Membership Fees: 3rd quarter invoices were sent out in January 2024, reflecting 75.04% revenue. The 4th quarter invoices will be sent out in April.

4011 – Internet Access Membership Fees: the six school libraries have been invoiced for membership fees.

4190 – Member Group Purchase Receipts: 105.18%
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: 258.05%
SWAN's Money Market continues to perform better than expected for the year. Currently, the rate for January is 5.55%.

Accounts Payable

5000 – Salaries & Wages: 64.42%
This line remains on budget for the year-to-date expenses.

5021 – FICA Expense: 62.25%
This line remains on budget for the year-to-date expenses.

5023 – Worker's Compensation: 109.07%
The insurance was paid for the full year in September.

5024 – Retirement Benefits: 66.91%
This line remains on budget for the year-to-date expenses.

5110 – Rent/Lease: 76.61%
This line remains on budget for the year-to-date expenses.

5130—Property Insurance: 98.77%
The flood insurance was paid for the full year in September.

5420 – Application Software Licensing: 84.52%
Expenses include Asana project management subscription, Mailchimp monthly, Adobe Creative Cloud, and desktop security with Panda.

5430 – Server Software Licensing: 93.66%

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: 81.49%
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.

5850 – Contractual Agreements: 130.08%
The expenses for the addition of Addison Public Library (ADD) is reflected in this budget line, along with expenses for data extraction for Prairie State College (PCS). These expenses were recorded in December 2023, and are offset by revenue (4320 Other Grant Revenue) after those libraries are invoiced to cover the expense.

5860   Notification & Collection: 54.75%
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: March 2024

Summary

Membership engagement activities and statistics are reported through the month-end of March 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 March 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
Various	SonicWall Firewall Installations	Information Technology & System Support	Consultation
3/1/2024	Brodart/EDI Discussion (OLS)	Bibliographic Services	Consultation
3/7/2024	SWAN Quarterly Meeting	All	Governance
3/13/2024	Book Club Users	Administration	Membership Meeting
3/14/2024	De-newing Consultation (BLD)	Bibliographic Services	Consultation
3/14/2024	ILL/Circ/Quarterly Billing Office Hours	Administration, Information Technology & System Support, User Experience	Consultation
3/18/2024	Directors Coffee Hour	Administration	Consultation
3/19/2024	Acquisitions Office Hours	Bibliographic Services	Consultation
3/20/2024	Circulation Advisory	User Experience; Bibliographic Services; Information Technology & System Support	Membership Meeting
3/22/2024	SWAN Board Meeting	Administration	Governance
3/18/2024	Directors Coffee Hour	Administration	Consultation
3/26/2024	SWAN Fireside Chat	All	Membership Meeting
3/28/2024	Technology Update	Information Technology & System Support	Membership Meeting
3/28/2024	Discovery & User Experience Advisory	User Experience	Membership Meeting
3/28-29/2024	MessageBee List Communications Demos	Administration; Information Technology & System Support; User Experience	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.

Book Club Users (3/11/2024)

Book Club Users met on Wednesday, March 13th. Co-Chairs Lauren Maxwell from Geneva and Nancy Rooney from Downers Grove drove a robust agenda of recurring Book Club themes including common obstacles and trends, new ideas and success stories. The assigned homework was to explore technology support for hybrid discussions.

Acquisitions Office Hours (3/19/2024)

SWAN hosted the first Acquisitions Office Hours session. Samantha Dietel and Vickie Totton were there to answer questions. While the focus of the session was Acquisitions Rollover, the team answered a variety of questions from the attendee, covering everything from Rollover to daily receiving and ordering processes.

Circulation Advisory (3/20/2024)

Crystal Vela and Samantha Dietel continued the best practices discussion. The group decided that they would like to the final best practices to be presented in a mini-series at Circulation User Group meetings and would also like them added to existing documentation or would like to see an FAQ created somewhere on the support site. Crystal and Tara will investigate that further.

Technology Update (3/28/2024)

ITSS led the spring tech update, providing detail into projects over the past six months. During the open discussion at the end of the meeting, Rafal Radomski from Forest Park asked about the use of A.I. tools within the library. While many have played around with ChatGPT and other tools for fun, there hasn't been a tremendous amount of 'professional' use. This also led to a discussion on the implications of A.I. generated content.

Discovery & User Experience Advisory (3/28/2024)

DUX this month discussed two potential configuration changes to Aspen. One was the filter locking feature, which needs some enhancements before enabling but could be helpful for staff and patrons. The group also looked at an example of a kids catalog in Aspen, and agreed that they don't want to limit OPACs in youth areas to just juvenile items. The group also discussed what would be helpful in a missing cover images report, so they can add custom covers for titles using the default cover in Aspen; Michael assembled this report which is now posted to the forums and the SWAN support site. In the next meeting, the group will review the feedback and suggestions from the SWAN Platform Membership Satisfaction survey.

Major Projects & Research

Aspen Discovery

Aspen release 24.03 went live on March 27th. It included additional indexing speed improvements and the ability to show events browse categories in the LiDA app. This was a lighter release, due to AspenCon.

We have made major progress in connecting Symphony to Scan-and-Go, the self-checkout feature in the LiDA app. We anticipate we'll be able to start a pilot project soon.

Online Patron Registration

We are investigating our future online patron registration options. The current tool for online patron registration is a home grown solution hosted on the SWAN patron site, and we have a few paths forward that would offer more robust online registration for our libraries with better ongoing support.

Aspen self-registration

SWAN made several requests for development to Aspen's self-registration, which have all been implemented. We could move to the Aspen self-registration tool with no loss of functionality from our current online self-registration and with no additional costs to SWAN or our member libraries. Libraries would also see several enhancements over the current tool: A valid USPS address is required at registration; libraries could create their own terms of service page; and libraries could customize the emails sent to patrons at registration themselves, through the Aspen Administration interface.

Third-party registration

SWAN has also completed initial demos with two third-party providers, Quipu and Patron Point. Both providers offer additional verification features, and they would involve purchasing a consortium-wide subscription.

At a base level, these tools will verify that the provided address is within the library's service area. For an additional subscription, they can verify that the patron lives at the provided address. Two SWAN libraries are already using online registration through Patron Point; a consortium wide subscription through either tool could offer the benefit of registering patrons through the correct home library, even when if they begin registration through a different home library.

We are currently working on getting more information on the technical aspects of implementing these third-party tools, as well as complete pricing information. When we are further along in this process, we plan to offer information sessions for the SWAN membership to share what we have learned and get feedback on the path forward for online registration.

Cards for Students Project

Downers Grove Public Library has also expressed interest in a Cards for Students initiative, similar in nature to Evergreen Park and Woodridge. We will be meeting with them soon to discuss logistics.

Since the last board meeting, we have successfully built out the tool that will allow us to deduplicate student requests against existing user profiles in the system. Our next step is to pilot the program with a junior high in partnership with Evergreen Park Public Library.

Ticketing System & CRM Search

The ticketing system search team has selected HaloITSM as our future ticketing system. We're looking to start the implementation process this summer, with a contract starting July 1st. Prior to that transition, the management team will begin working with SWAN staff to redesign our internal support workflows. With the advanced features HaloITSM can provide with regard to tagging, reporting, and automation, we would like to have an ideal to aim for when we begin configuration of the new system.

The onboarding process with Halo involves extensive one-on-one time with their consultants to create our workspace. Aside from ticketing capabilities, HaloITSM has modules for FAQs, a CRM, a user portal, and asset/inventory management.

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
3/1/2024	CliftonStrengths Workshop with HR Source	All	Partnerships
3/11/2024	OHM Development with Host Computing LLC	Administration	Partnerships
3/12/2024	HaloITSM Consultation	All	Partnerships
3/12/2024	MessageBee List Notifications Chat	Administration; Information Technology & System Support; User Experience	Partnerships
3/15/2024	Ping CIAM Kickoff Meeting	Administration; Information Technology & System Support	Partnerships
3/18/2024	Freshworks Demonstration	All	Partnerships
3/18/2024	BLUEcloud Sprint Review	All	Partnerships
3/19/2024	Aspen Community Meeting	All	Partnerships
3/19/2024	Aspen for Symphony Users	All	Partnerships
3/21/2024	HiQuest - Ping Architecture Session	Administration; Information Technology & System Support	Partnerships
3/26/2024	Patron Point Online Registration Overview	Administration; User Experience	Partnerships
3/27/2024	HiQuest Weekly Sync Up	Administration; Information Technology & System Support	Partnerships

Support, Documentation, and Training

Details on support tickets, documentation, and training.

End of Life Firewall Replacements

Firewalls were pre-configured for deployment in mid-March. We have completed on-site installations for most firewalls, and we're in the process of scheduling installation for the remaining libraries.

Outage tracking

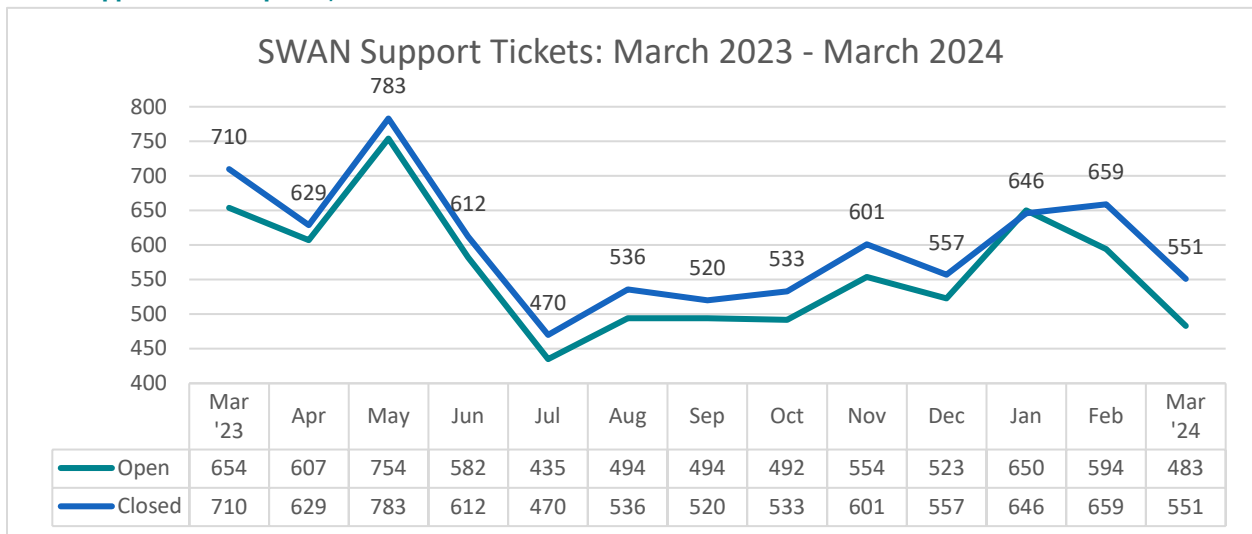There were no measurable system outages in March.

System Maintenance & Outage Calendar

📅	Test - Web Services 6.4.0 Upgrade (Scheduled)	Wed 2/7/2024	Wed 2/7/2024	We now have you scheduled for a "Upgrade Web Services (Test, Local) from 6.3.0 to 6.4.0" on 2/7/2024 ...	SirsiDynix
📅	Aspen Production Release	Wed 2/14/2024	Thu 2/15/2024		Aspen
📅	Symphony 4.1 Upgrade (Test)	Mon 2/26/2024	Mon 2/26/2024		SirsiDynix
📅	Production - Web Services 6.4.0 Upgrade (Sc...	Wed 2/28/2024	Wed 2/28/2024	We now have you scheduled for a "Upgrade Web Services (Production, Local) from 6.3.0 to 6.4.0" on 2/...	Outage, SirsiDynix

Support Tickets

SWAN support staff continue to maintain an excellent monthly Open/Closed ticket ratio. Overall ticket volume has leveled off and is within our typical monthly range.

SWAN Support Tickets Opened/Closed in Past 12 Months

SWAN Support Tickets: March 2023 - March 2024

	Mar '23	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar '24
Open	654	607	754	582	435	494	494	492	554	523	650	594	483
Closed	710	629	783	612	470	536	520	533	601	557	646	659	551

Data labels reflect tickets closed each month.

Tickets by Department

28, 6%   27, 6%

150, 31%

278, 57%

- ■ Admin
- ■ Bib Svcs
- ■ ITSS
- ■ UX
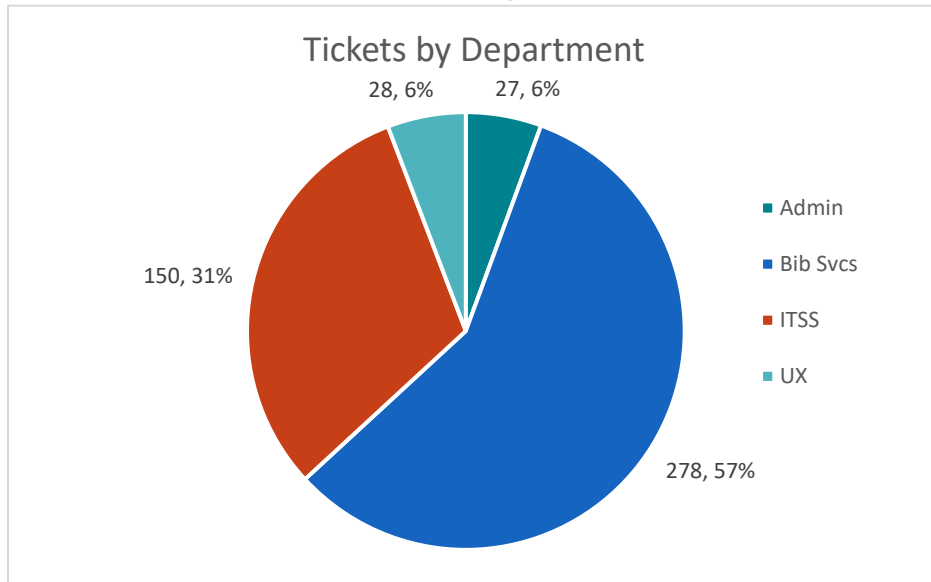
Support Site

Crystal Vela and the Bibliographic Services team completed another phase of the support site content review. This phase included the review of all Cataloging, Acquisitions and Serials documentation. Acquisitions documentation was reorganized, and pages were combined and renamed. This review included new documentation on MARC Listener. There was also lots of expansion on the Creating a Pre-Cat, Cataloging Non-English Materials, Creating Pre-Cats for Audiovisual Materials.

Olivia worked with the E-Resource Advisory group to outline additional steps needed to update patron library cards in e-resource platforms. Boundless. Electronic content is not managed through Symphony, therefore, when patrons are issued new library cards, their holds, or checkouts through e-platforms, are not automatically transferred. It's often simply overlooked. The e-resource vendors currently listed are Overdrive, Hoopla, cloudLibrary, and Boundless.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)
In March we added 10 new users to the SWAN Online Learning management system.

On-site Training and Consultation
Moving Items During a Renovation
The Bibliographic Services Team met with LaGrange Public Library via the new Zoom Consultation to discuss plans for moving items that are in storage back to their original locations. LPS expects to go live at the newly renovated location on May 6th. We discussed items that are checked out to the STORAGE user, checking those items in, the work will have to be staggered, and how to filter items by call number range.

Preparation for Fiscal Period Close

The Bibliographic Services Team met with the Access Services Team of Addison via the new Zoom Consultation option to discuss the necessary steps in preparation for their upcoming fiscal period close. Samantha Dietel went through an overview of the documentation and WorkFlow steps required for a successful fiscal period close.

Online consultation booking service

We have launched our new consultation booking feature on the SWAN support site at https://support.swanlibraries.net/consultation.

We presented this feature at our February Fireside Chat and the March Quarterly Meeting.

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.

This month Olivia posted links for Matteson, Maywood, McCook, Melrose Park, Messenger, Midlothian, Nancy L. McConathy, and North Riverside. There were some vendors that required outreach to make OpenAthens links usable. Those vendors include Storytime Pods, Brainfuse, ProQuest, Creativebug, and DatabaseUSA.

Maintenance

Automatic Monthly Patron Record Removal

In March, we purged 3,436 inactive patrons from the database, back to the usual rate after the elevated purge of records from last month.

So far in 2024, there have been 274,498 patrons active in SWAN. Coupled with 2023 last-active users (171,531) this represents 48% of the total patron database. Since January 1, 2020, 77% 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 4/1/2014 regardless of outstanding bills.

Number of Patrons - Last Activity Year
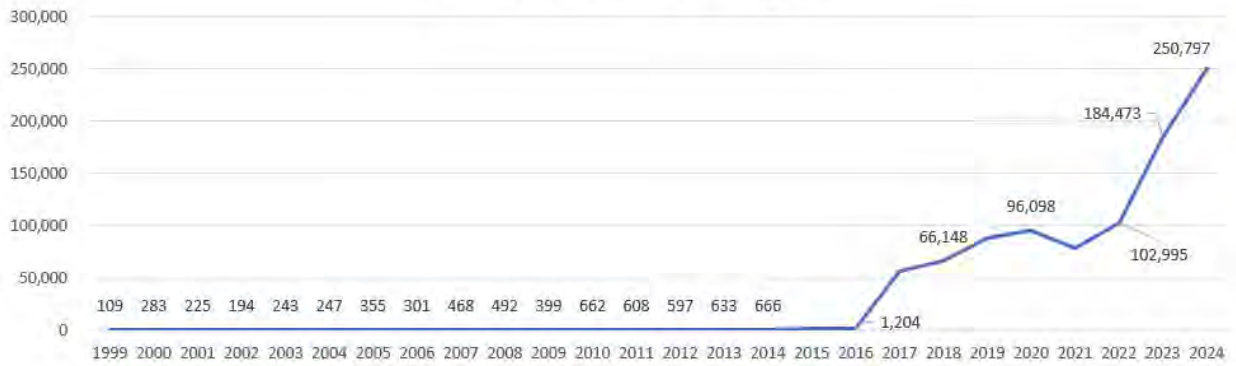
MessageBee Statistics

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%
February, 2024	55,111	54,538	98.96%	573	1.04%
March, 2024	56,938	56,287	98.86%	651	1.14%

Sent & Bounced By Date
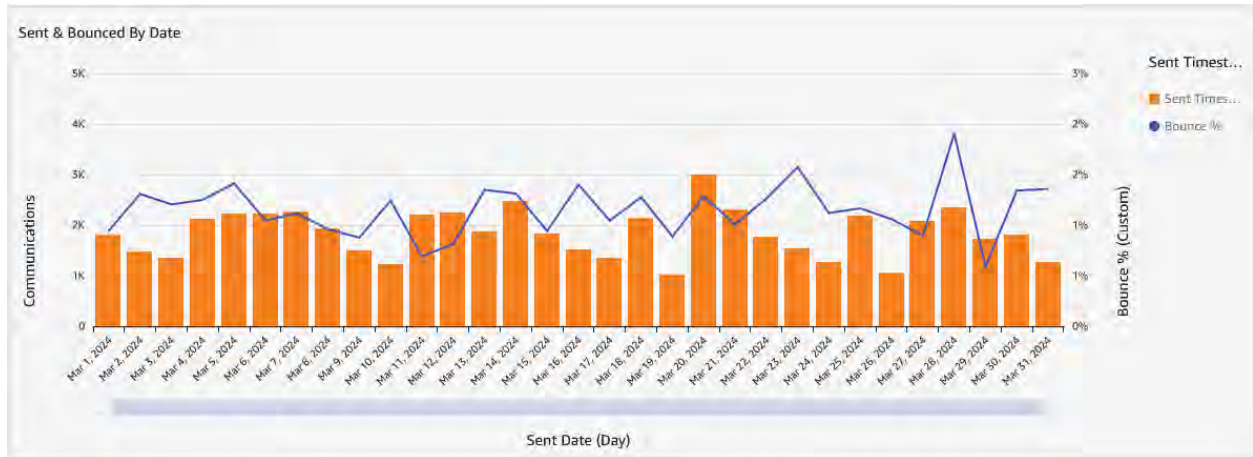
Email notifications

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%
February, 2024	164,441	163,327	99.32%	1,114	0.68%
March, 2024	170,447	169,363	99.36%	1,084	0.64%
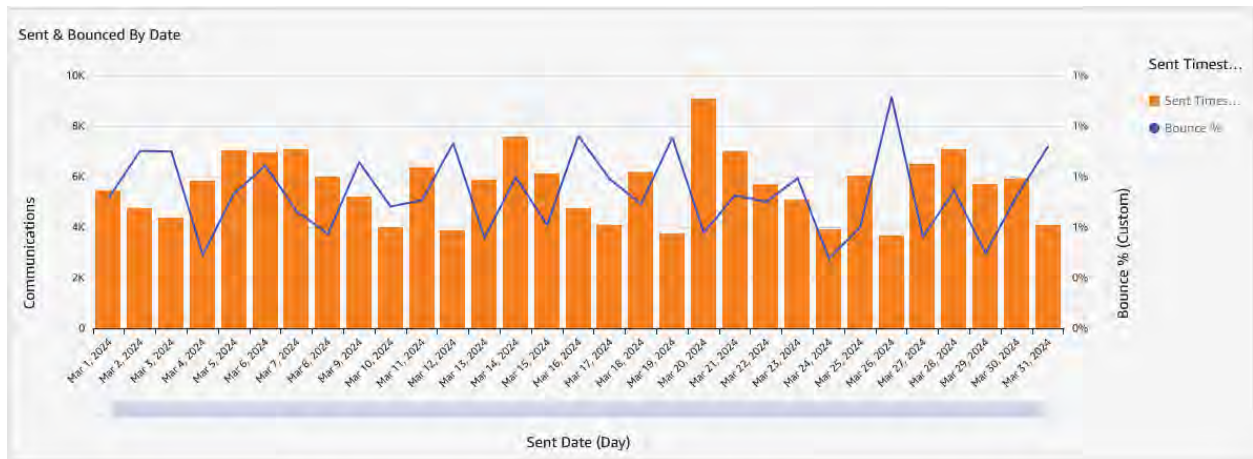
Voice notifications

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%
February, 2024	7,383	7,020	95.08%	363	4.92%
March, 2024	6,977	6,692	95.92%	285	4.08%

Sent & Bounced By Date
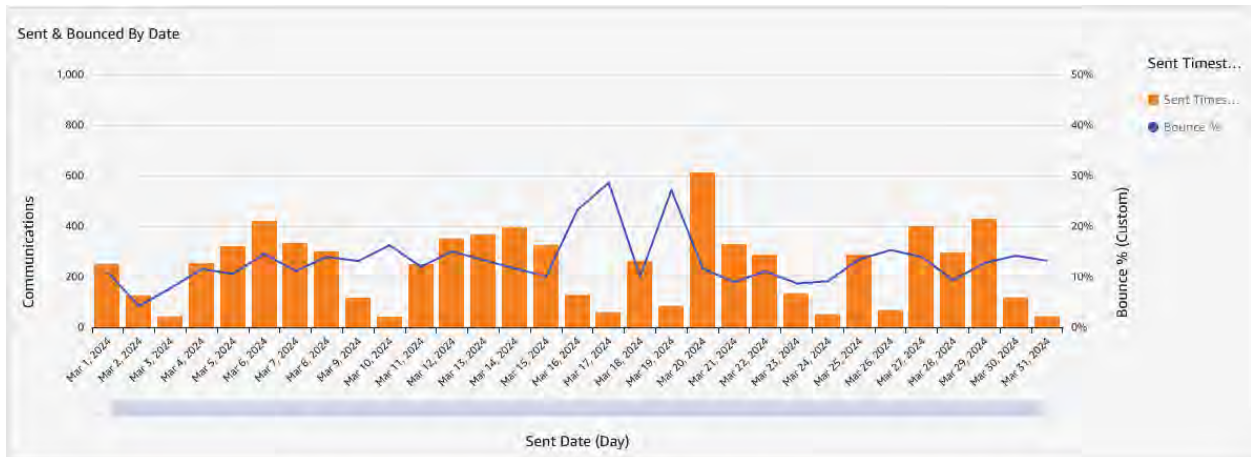
Print Notices

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
February, 2024	428	$ 372.36
March, 2024	349	$ 303.63

SendGrid Statistics

The SendGrid success rate has continued to be excellent and overall mail volume has reduced as other services have taken over.

				Addresses				Messages	
Month/Yr	Total Requests	Total Processed	Success Rate (Delivered)	Bounced	Marked as Spam	Invalid	Blocks	Bounce Drops	Spam Drops
Oct, 2023	69,957	65,512	93.65% (65,057)	279	5	19	510	4,288	138
Nov, 2023	93,981	81,824	87.06% (80,525)	578	6	26	1,822	11,987	144
Dec, 2023	79,685	71,685	89.96% (70,801)	363	8	21	1,132	7,853	126
Jan, 2024	91,086	86,305	99.01% (85,455)	334	8	28	1,112	4,626	127
Feb, 2024	69,276	67,302	99.09% (66,692)	179	5	39	817	1,806	129
Mar, 2024	63,300	61,349	99.16% (60,835)	153	4	14	589	1,794	143

SWAN Announcements

Staff Development

AspenCon
Tara attended the first AspenCon in Golden, Colorado. She served on the conference planning committee, conducted a workshop on using Google Tag Manager in Aspen, and participated in a panel discussion on Aspen LiDA.

COSUGI
Claudia Nickson attended the COSUGI conference in Provo, Utah including a day-long pre-conference for catalogers on MarcEdit and updates to RDA. A few member library staff attend COSUGI every year, so it is good to have representation of SWAN staff at this event.

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	149	141										
Copy 2024	2072	1936	1633										

Items Added

Since the beginning of the year, SWAN members have added 93,769 items to the Symphony database and 12,069 bibliographic records.

Circulation

Monthly total comparison since 2019

In February, we had 649,215 systemwide circulations. This is comparable to last year. The distribution of checkouts over the month is presented below with the only anomaly being lower than average circulation on Saturday and Sunday, March 30-31 due to the Easter holiday.
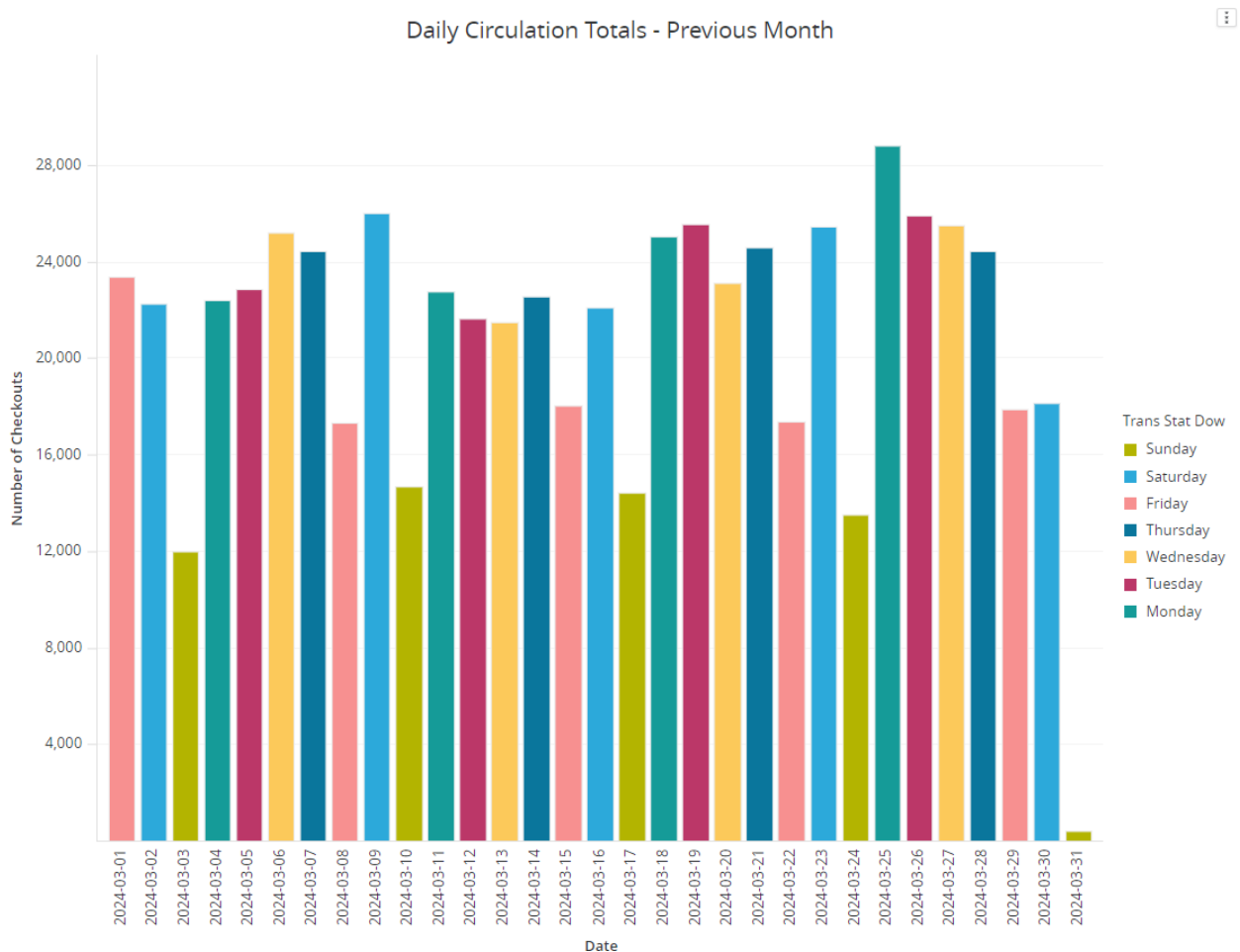
Holds

Holds Placement & Pick-up

The number of patrons placing holds was 40,667 in March, with 192,548 combined total holds placed. We are still unable to distinguish between holds placed in Aspen versus LiDA, though ByWater Solutions is aware this is a priority for us.

Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 106,524 in March, or 18% of total checkouts. Reciprocal borrowing within between SWAN libraries totaled another 18% at 105,587 checkouts. Non-SWAN reciprocal borrowing included 19,417 checkouts.

OCLC Worldwide Resource Sharing

Our combined OCLC interlibrary loan statistics show that SWAN was again a net lender in March. This month, we lent 2,889 items and 16 copies and borrowed 1,267 items and 29 copies. SWAN loaned 2.3 items for each item borrowed.

Online Public Catalog - Aspen

Top 25 Searches in Aspen (March 2024)

1. dog man
2. pete the cat
3. dune
4. the women
5. spring
6. colleen hoover
7. taylor swift
8. easter
9. killers of the flower moon
10. freida mcfadden
11. oppenheimer
12. nintendo switch video games
13. kristin hannah
14. bluey
15. first lie wins
16. nintendo switch
17. poor things
18. dvd
19. napoleon
20. lessons in chemistry
21. pokemon
22. harry potter
23. the housemaid
24. barbie
25. historical fiction

Results Pageviews in Aspen
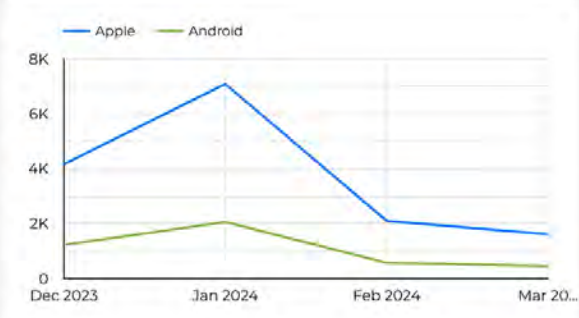

Usage of Recommendations

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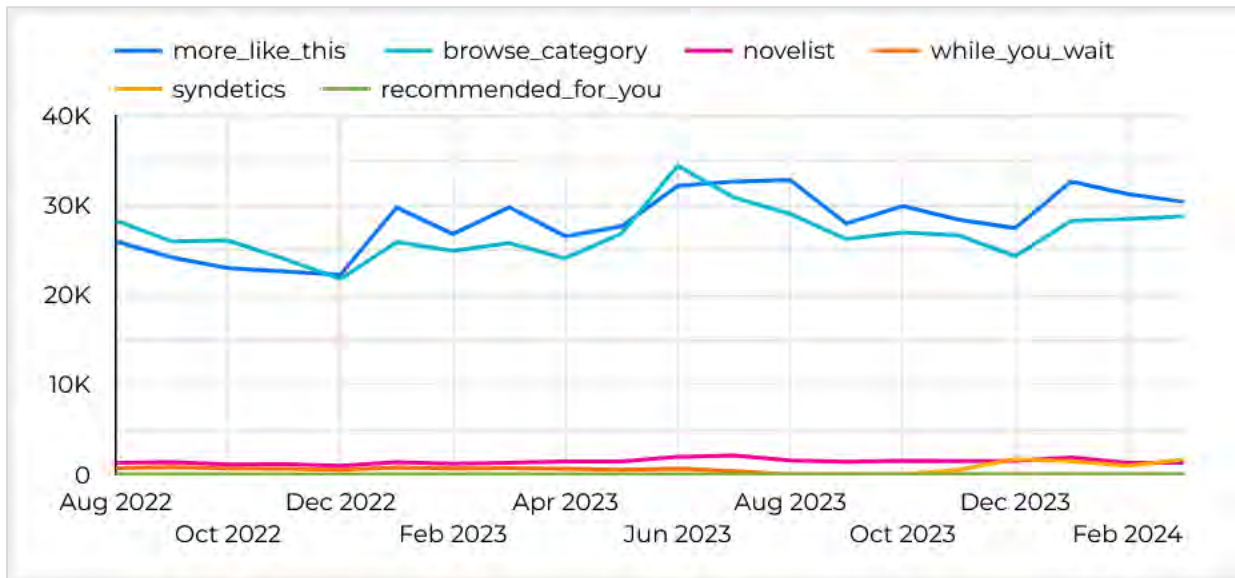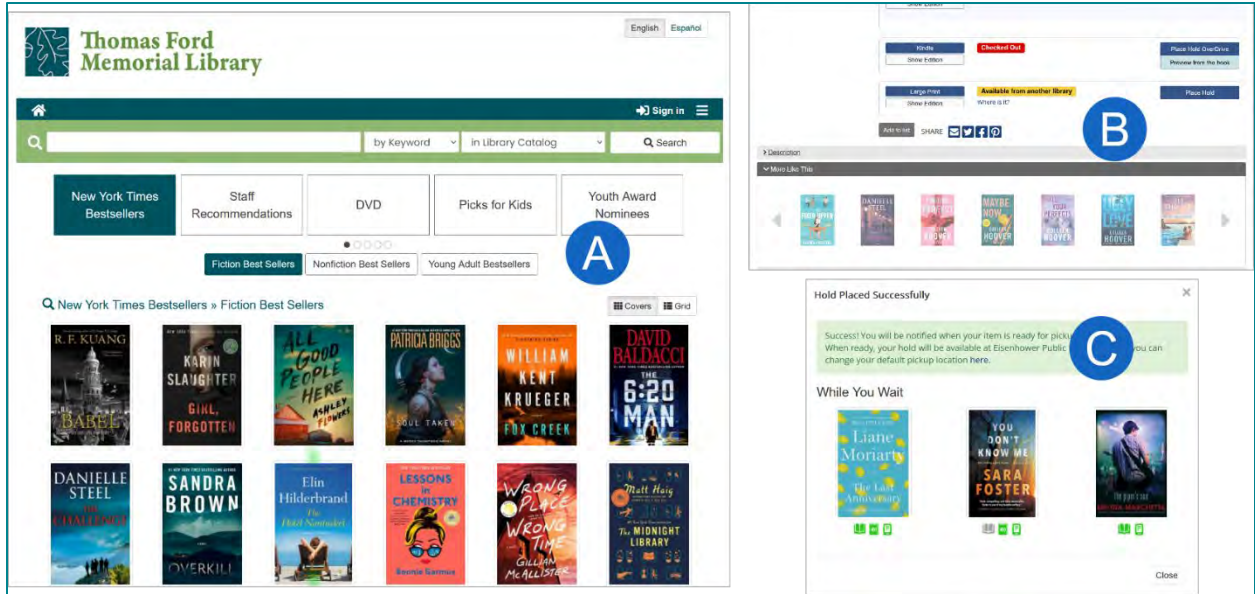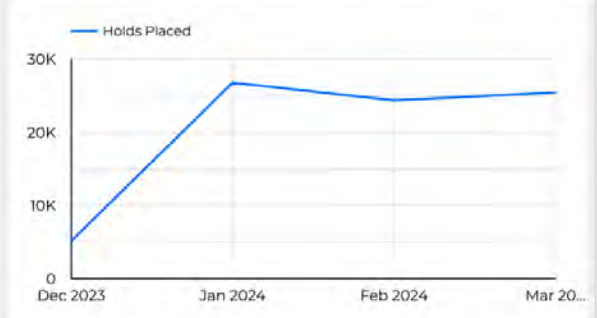
SWAN Libraries + App – Aspen LiDA

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

Downloads by Platform

Holds Placed via Mobile App

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	Bloomingdale Public Library
Friday, April 19, 2024	Regular SWAN Board Meeting	Bloomingdale Public Library
Friday, May 17, 2024	Regular SWAN Board Meeting	Blue Island Public Library
Thursday, June 6, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, June 21, 2024	Regular SWAN Board Meeting	Midlothian Public Library

Date: April 19, 2024

To: SWAN Board

From: Aaron Skog, Executive Director

IMET transfer

_____

I recommend SWAN transfer $350,000 from its checking account to the IMET Convenience Fund.

The current balance in the checking account is $1,194,741.84 which is a healthy balance to cover our largest expenses coming up between May and July. If SWAN makes the transfer of $350,000 to IMET, our projected checking account balance for August 2024 would be $174,730. This would be after our subscriptions to SirsiDynix, ByWater Solutions, EBSCO, OCLC, and the EBSCO/RAILS group purchase is complete.

There will be an action item on the April 19, 2024 board meeting to approve the transfer to IMET.
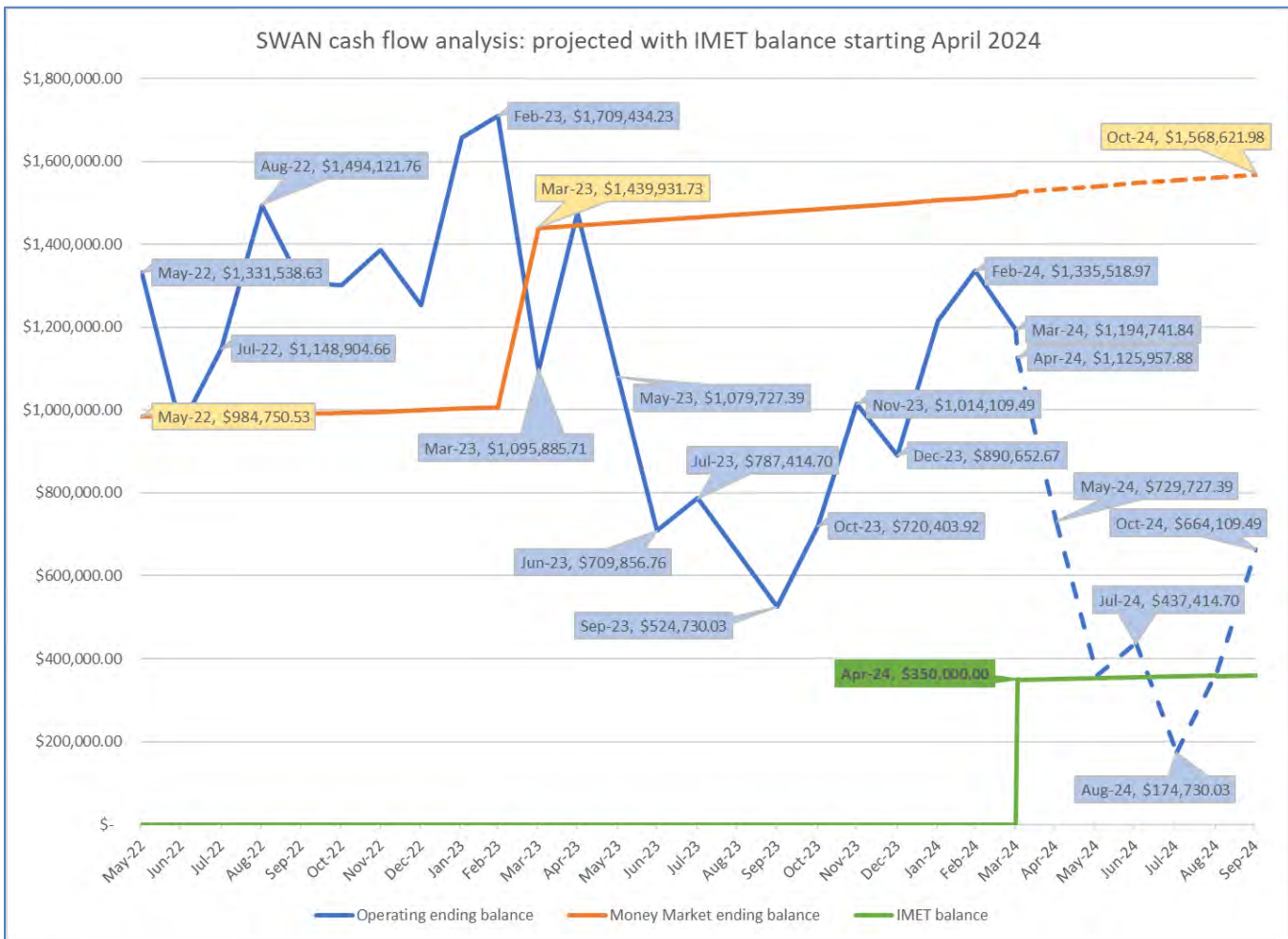
The chart above shows the operating/checking account balance up through March 2024, and its projection after the $350,000 transfer afterwards as a dotted line. Our Money Market account (orange) continues to grow with its $1.5 million.

IMET clarified its Convenience Fund maintains a stable net asset value:

Regarding collateral, your moneys in IMET are investments – not deposits – collateral requirements only apply to deposits. This is the case for investments in any local government investment pool (such as Illinois Funds).

Of more interest to you, however, our Convenience Fund, the IMET liquidity Fund, is comprised primarily of bank deposits (both liquid and term). These deposits are all collateralized by high quality securities, are FDIC insured, or backed by Federal Home Loan Bank letters of credit (this is my personal favorite form of security). The Convenience Fund maintains a stable net asset value (a dollar in – a dollar out).

The chart below shows the balances for February and March, with projected balances and gained interest for the Money Market and IMET Convenience Fund.

	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24
Operating ending balance	$ 1,335,518.97	$ 1,194,741.84	$ 1,125,957.88	$ 729,727.39	$ 359,856.76	$ 437,414.70	$ 174,730.03	$ 370,403.92	$ 664,109.49
Money Market ending balance	$ 1,512,089.51	$ 1,519,029.05	$ 1,526,016.58	$ 1,533,036.26	$ 1,540,088.23	$ 1,547,172.63	$ 1,554,289.63	$ 1,561,439.36	$ 1,568,621.98
Money Market interest	$ 6,460.30	$ 6,939.54	$ 6,987.53	$ 7,019.68	$ 7,051.97	$ 7,084.41	$ 7,116.99	$ 7,149.73	$ 7,182.62
IMET balance	$ -	$ -	$ 350,000.00	$ 351,750.00	$ 353,508.75	$ 355,276.29	$ 357,052.68	$ 358,837.94	$ 360,632.13
IMET projected interest				$ 1,750.00	$ 1,758.75	$ 1,767.54	$ 1,776.38	$ 1,785.26	$ 1,794.19
	Current		Projected balances with after IMET transfer						

		Apr-24	May-24	Jun-24	Jul-24
Projected large expenses					
SirsiDynix			$ 358,418.81		
EBSCO				$ 241,413.05	
OCLC				$ 315,282.06	
RAILS EBSCO					$ 475,889.00
ByWater	$ 104,264.00				
Big expenses total	$ 104,264.00	$ 358,418.81	$ 556,695.11	$ 475,889.00	

These large expenses are staggered based on when they are due. These totals are not reflected in the calculation above, but are included here to help explain the operating balance reaching its lowest point in August.

Date: April 19, 2024
To: SWAN Board
From: Aaron Skog, Executive Director
Re: Office lease recommendation

_____

I have completed the office search and recommend we begin lease negotiations with the ownership of 915 Harger Road, Oak Brook, Illinois. I have signed a letter of intent for the proposed location below.

- The Harger office would be customized and renovated to SWAN specifications
- Oak Brook has been a central location for membership meetings
- Custodial services are included, which provides $4,000 savings annually
- SWAN would receive a $23,467.08 security deposit back from the current property owner

Our next step would be to begin negotiations on a lease which once complete would be brought forward for Board approval.

Address	Current	Proposed
City	Westmont	Oak Brook
Address	800 Quail Ridge	915 Harger Road
Rate	$15.19	$18.25
Sq Footage	5,621	2,746
Lease months	93 (7-year + 9 months free)	93 (7-year + 9 months free)
Average monthly rent	$10,187.75	$4,159.60
Annual	$122,253.00	$49,915.20

SWAN's budget for Buildings & Grounds would have significant savings for the upcoming budget year.

5100	Building & Grounds	FY24 (Current)	FY26	Difference
5110	Rent/Lease	$117,300	$49,915	($67,385)
5120	Utilities	$6,700	$4,300	($2,400)
5130	Property Insurance	$650	$650	$0
5140	Repairs & Maintenance	$860	$860	$0
5150	Custodial Service & Supplies	$4,000	$0	($4,000)
5190	Other Building Maintenance	$0	$0	$0
		$129,510	$55,725	($73,785)

Platform survey comments: analysis

Produced by Aaron Skog, Cynthia Romanowski, Ian Nosek, Tara Wood, Scott Brandwein

Introduction

This analysis was completed using written comments from the survey on SWAN software platforms. The SWAN management team completed an analysis of the platforms WorkFlows, Analytics, MobileCirc, and Aspen Discovery. Priority at this stage was given to SirsiDynix products. We expect to complete the analysis of survey comments of MessageBee and OCLC by the April meeting of the SWAN Board.
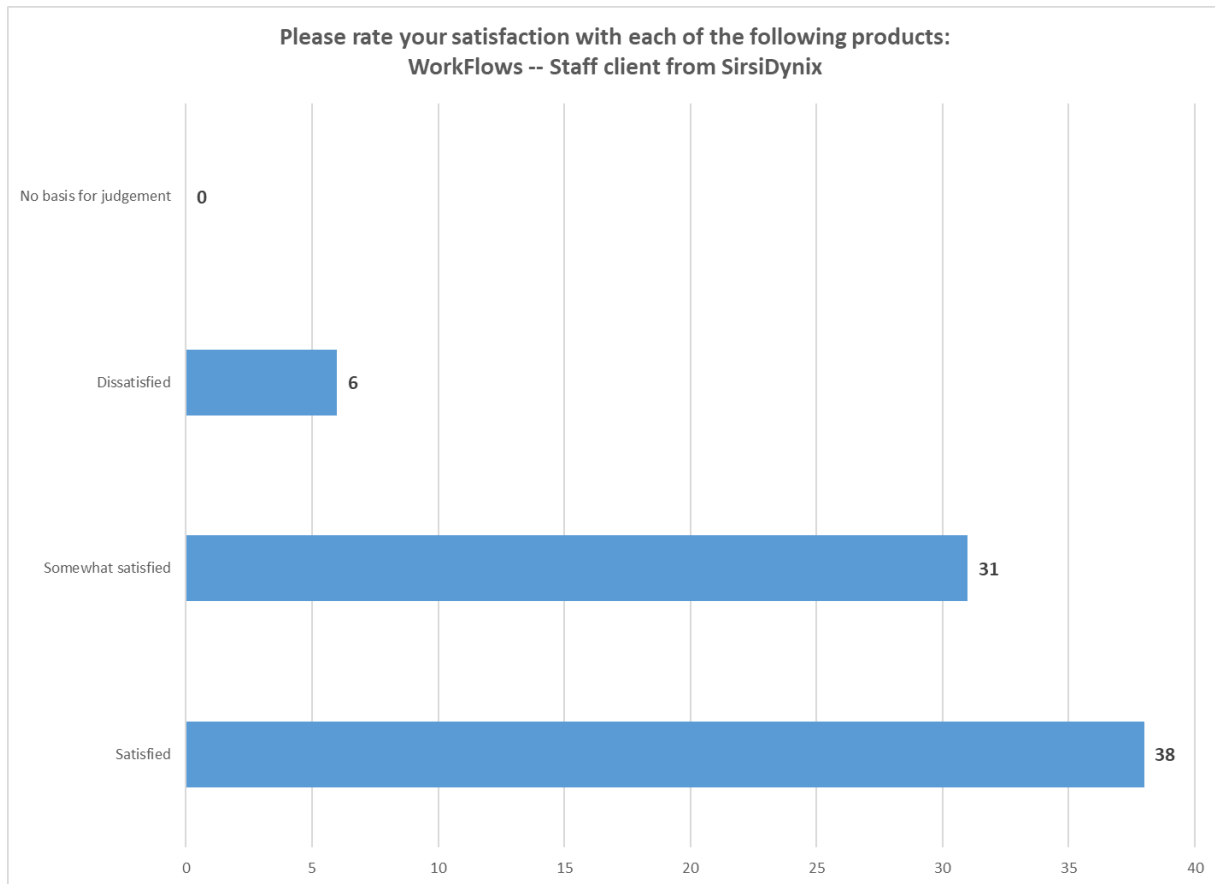
Process

The SWAN management team organized and reviewed the platform survey submissions. The survey's written comments were analyzed using an affinity diagramming technique where comments were organized by the responding library and the specific platform into a spreadsheet. Some written comments were extensive depending on the library. These comments in spreadsheet form were then imported into a sorting tool called a Miro board. The sorting was further refined based on the comment. After the sorting activity, we met several times to develop the "themes and issues" under each software platform, and to come up with suggested solutions.

FIGURE 1: AFFINITY DIAGRAM WITH COMMENTS USING COLOR CODED SYSTEM FOR SOFTWARE PLATFORM.

WorkFlows

Please rate your satisfaction with each of the following products:
WorkFlows -- Staff client from SirsiDynix

Rating	Value
No basis for judgement	0
Dissatisfied	6
Somewhat satisfied	31
Satisfied	38

Issues and themes

- Some member libraries noted that the ability to be logged in on more than one computer simultaneously was beneficial to being able to complete daily tasks, highlighted the searching capability to successfully answer patrons' questions regarding title availability or the number of books checked out, and expressed overall satisfaction with WorkFlows and how easy it is to use to perform necessary tasks.
- Hold queues are confusing to library staff when asked by patrons "when will my requested item arrive?"
- Placing holds for several copies of a title is cumbersome, which was noted for book clubs and schoolteachers.
- Searching within WorkFlows presents challenges for misspellings and typos.
- Searching is also difficult when looking by topic/subject.
- Many staff reported that the Workflows interface is simply clunky, dated, and unintuitive.
- Workflows' stability was mentioned by libraries frustrated by crashes/freezes. One library mentioned indexing issues affecting technical services.
- The Acquisitions module received criticism for its complexity in performing simple tasks and frustrations with its reliance on the crowded Workflows reports queue.
- In Cataloging, staff mentioned a number of smaller frustrations with interface and behavior such as the inability to delete items with holds and search results display.

- Some libraries mentioned issues with too many or too few wizards available in certain log-in profiles. Some staff would like more opportunity to customize their Workflows experience.
- Requests for a portable version came from one library who wished to take Workflows to offsite events and another that specifically requested we investigate SymphonyWeb.
- Management of patron information is a point of frustration. Users want the ability to manage more patron profile information and holds from one screen rather than having multiple tabs open. Multiple libraries requested the ability to quickly access more "previous user" profiles than the one currently available. Staff also expressed an interest in masking personal identifying information by default while viewing a patron profile.
- Frustrations with billing included a confusing interface with too many options and the loss of title information when an item is removed from a patron's record prior to a referral.
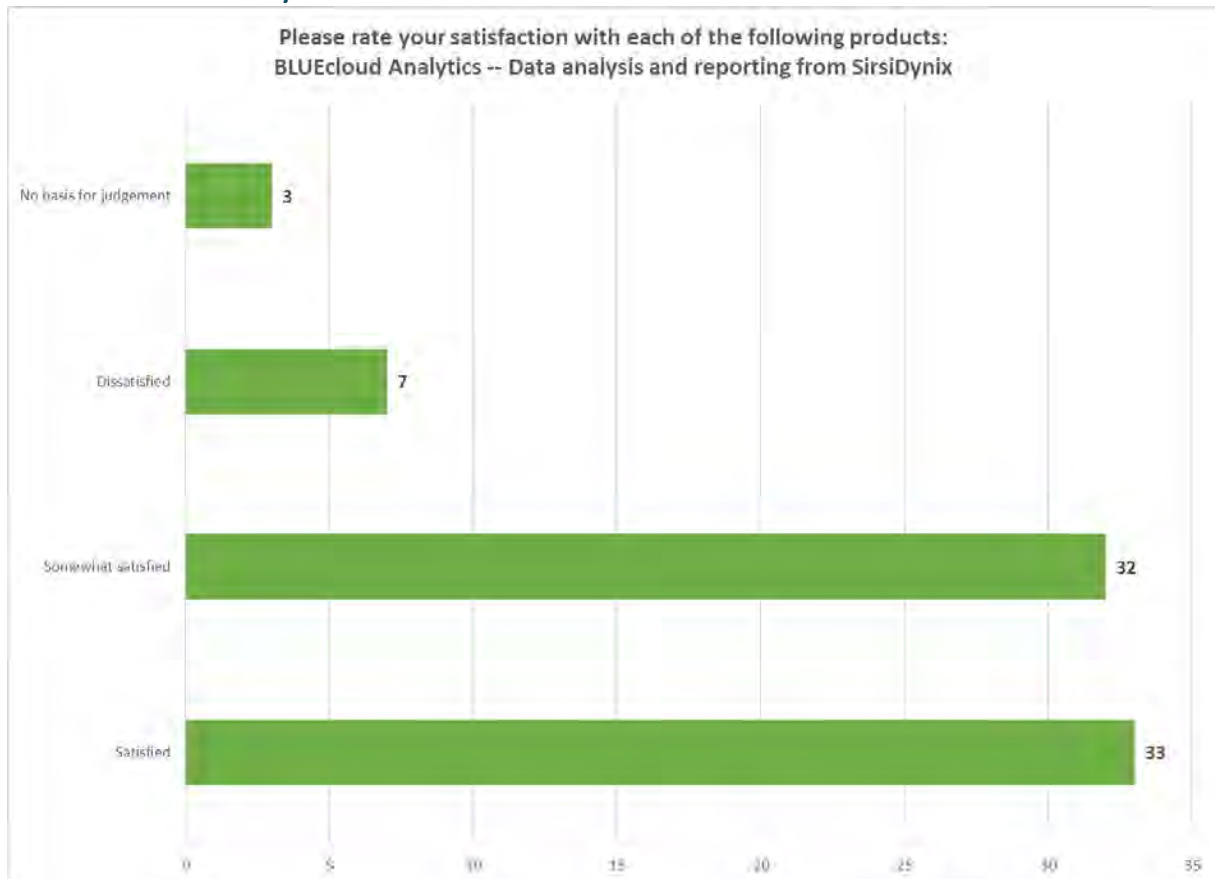
Action steps

- As searching in Workflows does require specialized expertise, we can promote existing training resources on this topic and create further resources on specific user scenarios.
- Hold queues are difficult to interpret, and hold queue positions can be misleading. SWAN may benefit from developing unified messaging (through the patron interface and from library staff to patrons) to help manage patrons' expectations regarding fulfillment.
- Continue providing priorities to SirsiDynix to influence the development of BLUEcloud Acquisitions and Cataloging to address pain points in the Workflows Acquisitions and Cataloging modules and current BLUEcloud version.
- We have two comments that we intend to follow up on with the library.

Big Ideas

- SWAN can develop a Holds Working Group from within our membership to re-evaluate holds strategy, develop goals, and implement changes. This could help to prioritize how we configure our current Symphony ILS or how we evaluate holds in a new ILS. Some solutions that were identified in the 2019 Clarity Report that a Holds Working Group should be considered:
  - Implement consistent lending policy across the membership (e.g. allow holds to be placed on all items).
  - Develop method where a hold can be placed on every title by any patron, essentially implementing a model of patron-driven acquisition based on first-copy trigger in SWAN.
  - Develop a tool to estimate hold wait time.
  - Provide alerts/reports when patrons have holds on titles that are not available for fulfillment and thus become purchase alerts for patron home library.
- Evaluate SirsiDynix's SymphonyWeb as a tool for easier remote access to the Workflows staff client and improved connectivity. We will also investigate whether this tool will open a pathway to more customized user experiences. Currently, SymphonyWeb is an add-on product and it allows WorkFlows to run in a web-browser. This product was not under consideration as BLUEcloud is our future interface for library staff, but SymphonyWeb may have a role to play within SWAN.

BLUEcloud Analytics

Please rate your satisfaction with each of the following products:
BLUEcloud Analytics -- Data analysis and reporting from SirsiDynix

Category	Value
No basis for judgement	3
Dissatisfied	7
Somewhat satisfied	32
Satisfied	33

Issues and themes

- Some members praised BLUEcloud Analytics' templates and ease of use, particularly for running yearly IPLAR reports. They also appreciated SWAN staff's expertise on the platform.
- The BLUEcloud Analytics platform was described as "difficult" or "intimidating" or "not user friendly."
- Comments indicate that the organization of reports within Analytics is confusing by the large number of created reports.
- Staff would like the ability to create custom reports and experiment, rather than rely on SWAN staff to create reports.
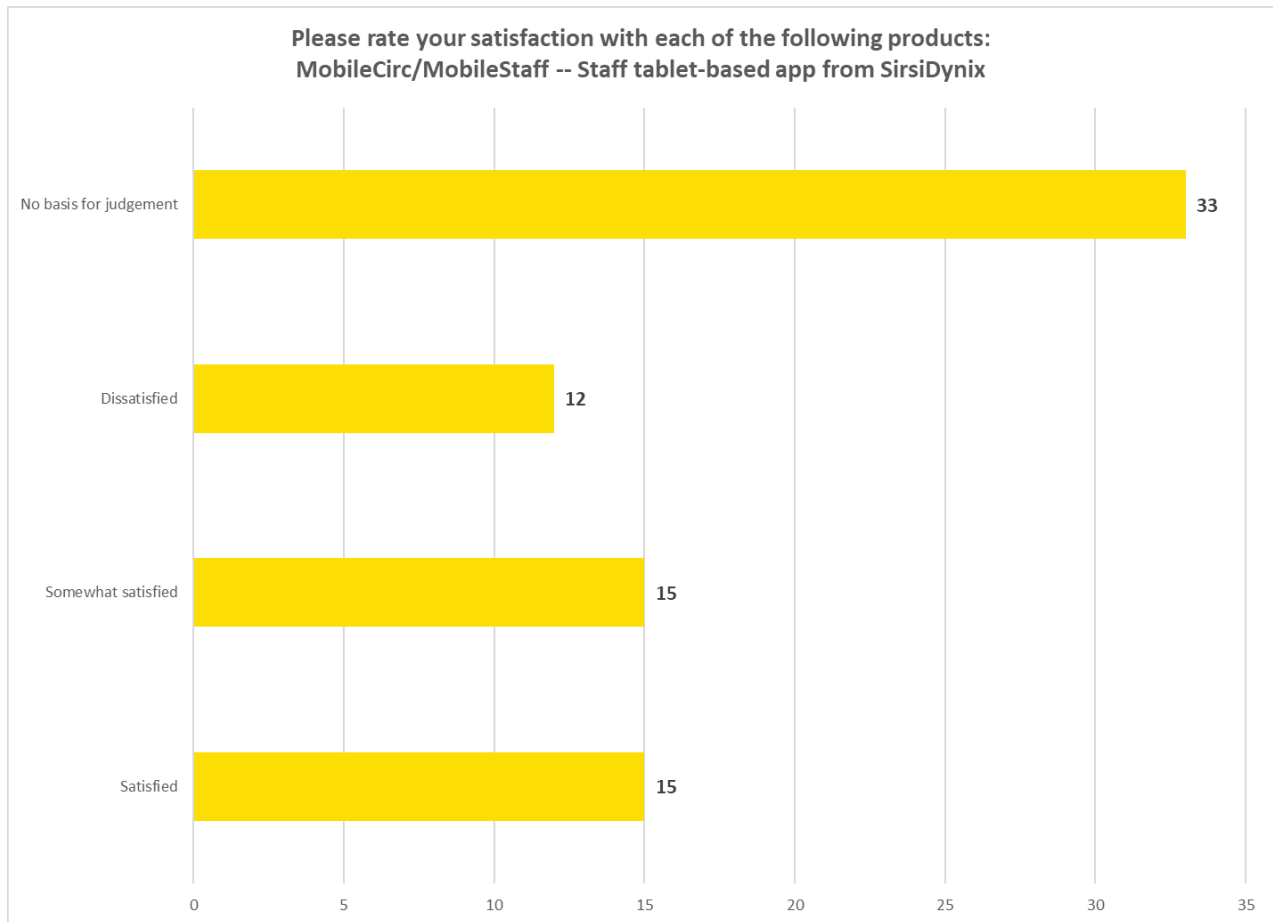
Action steps

- We have several training opportunities based on comments, such as creating training videos on how to run different reports and customize them for the library.
- SWAN staff can conduct research with members to enhance report labeling and folder organization, and better understand the delivered reports that would be most helpful for members.
- SWAN staff can explore training opportunities, both internally created training and training available through SirsiDynix.

- We have three comments that we intend to follow up on with the library.

Big Ideas

- SirsiDynix has released a new option for Analytics called "Private Suite" which has an expanded feature set that SWAN should consider migrating to if it resolves some of the library staff issues pertaining to report creation and organization.
- Consider a 3rd party data repository for improved interface, performance, and to plan for a future beyond Analytics should SWAN decide to make changes to its library services platform.

MobileCirc/MobileStaff

Please rate your satisfaction with each of the following products:
MobileCirc/MobileStaff -- Staff tablet-based app from SirsiDynix

Category	Value
No basis for judgement	33
Dissatisfied	12
Somewhat satisfied	15
Satisfied	15

Issues and themes

- MobileCirc/MobileStaff is described as generally difficult to set up and use. Difficulty ranges from issues with app stability, clunky interface, and frustration creating library cards at off-site events, with one library reporting they were unable to do so at all.
- Product is described as "bare bones" and does not provide features like extensive patron information, and workarounds that are available in Workflows. It was not clear in the survey what these workarounds were.

- No specific mention was made of using MobileCirc/MobileStaff for pull lists or inventory/weeding, though these are the areas on which SWAN documentation focuses.
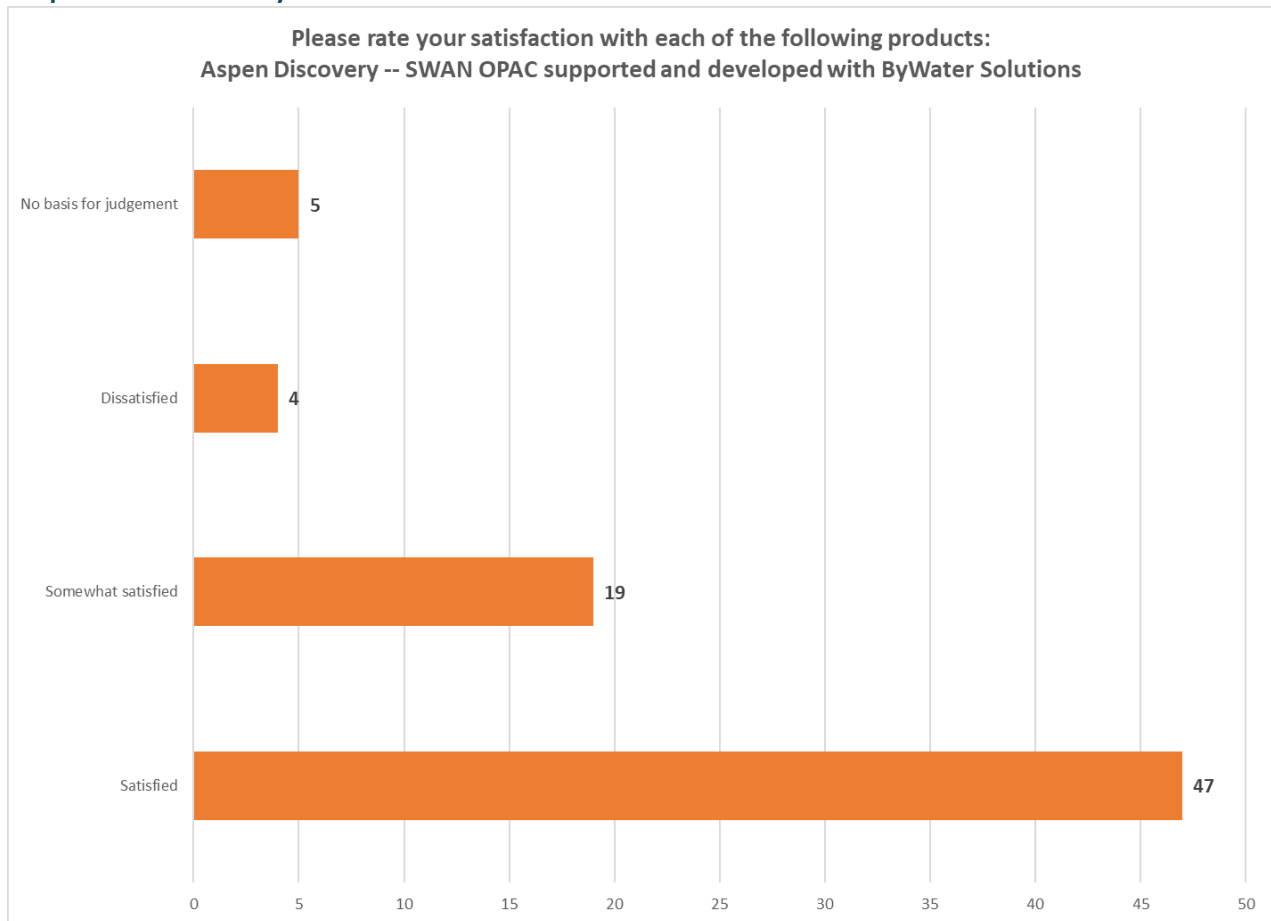
Action steps

- Some functions of MobileCirc/MobileStaff could be soothed by a solid implementation of BLUEcloud Circulation, which can run in a tablet web browser. Evaluate BLUEcloud Circulation as a tool in this specific capacity.
- Review our SWAN documentation and training to better emphasize best use of MobileStaff off-site for card registration.
- Follow up with libraries having difficulty with patron registration to determine their hardware setup and whether we can make recommendations on obtaining the tools make MobileStaff more swift and reliable.
- Perform a MobileStaff device audit to verify that libraries are using compatible hardware and gain insight into how staff are accessing the tool.
- We have 2 comments that we intend to follow up on with the library.

Big Ideas

- Explore SymphonyWeb for use as an off-site and patron registration tool. This would focus on the tool on a tablet and a laptop.
- Look into creative use of online patron registration tools either through Aspen Discovery or a third-party tool.

Aspen Discovery

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

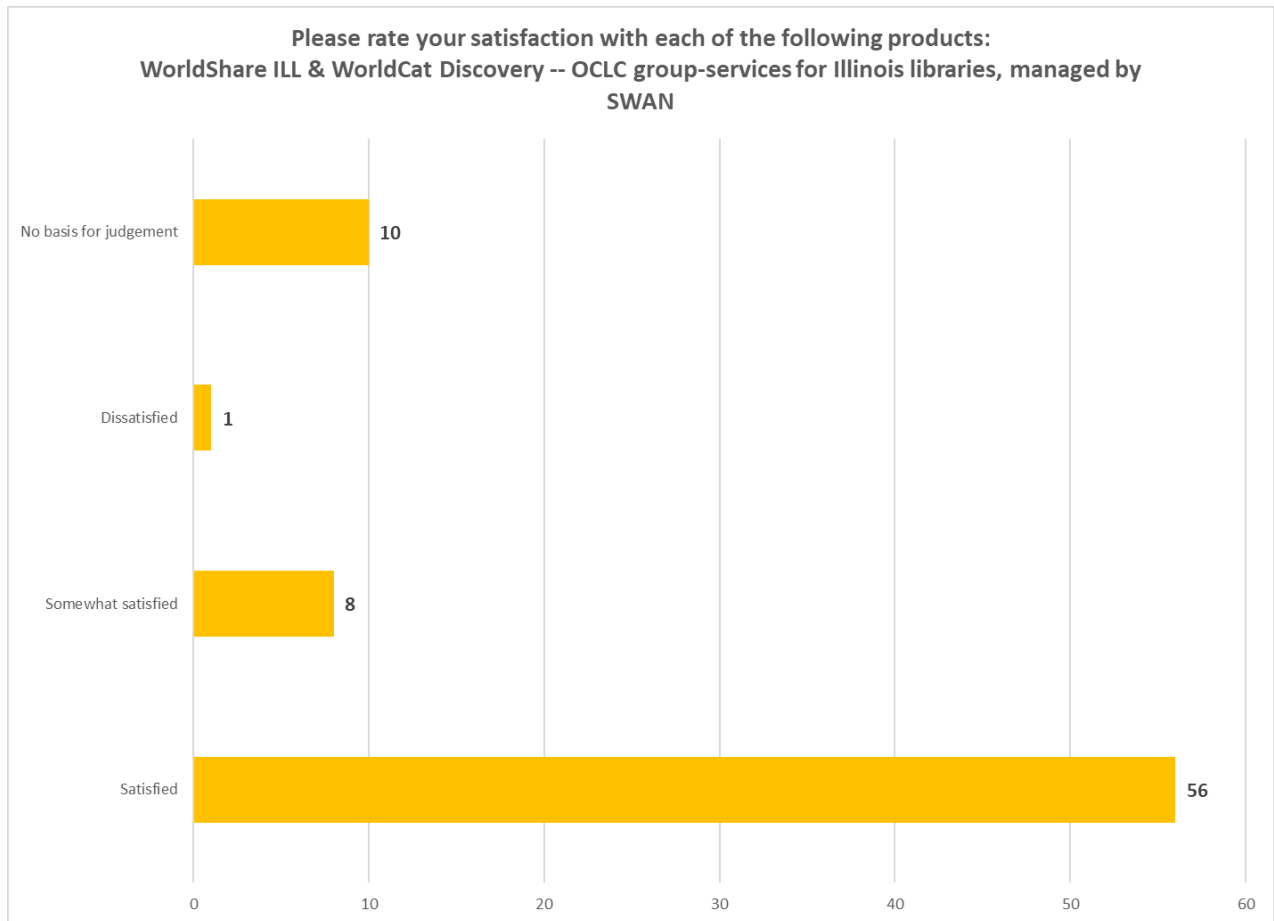| Category	Value
No basis for judgement	5
Dissatisfied	4
Somewhat satisfied	19
Satisfied	47

Issues and themes

- Several libraries mentioned patron satisfaction with the catalog search.
- Library staff appreciate the patron service and readers advisory tools in Aspen: masquerade mode, search facets, lists, and browse categories.
- Some libraries also praised the frequency of development of new features in Aspen and specifically the support and development from ByWater Solutions.
- Searching was called out as a pain point, in particular searches for subjects or for items without a specific title. Fuzzy searching and searches for misspelled words were also highlighted as areas for improvement.
- Search filtering presents some problems: resetting filters between searches or logging into masquerade mode is frustrating, filtering for juvenile materials brings up some adult items, and being unable to set multiple filters at once.
- Libraries are overall very happy with the record grouping feature in Aspen, but there is room for improvement. Responses highlighted instances where e-resource and physical editions were not always combined. One library mentioned graphic novel editions being grouped with text copies, and another that translations are not grouped together.
- Cover images are not always present, and sometimes cover images or descriptions do not match the item. However, staff appreciate the ability to upload covers.

- The LiDA app can be slow to load, and one library mentioned preferring the browser version for this reason.
- Some libraries mentioned difficulties in List maintenance, including the inability to sort by call number or upload custom cover art.
- Issues related to locating items included being unsure whether their library owns an item and needing to check Workflows to verify, displaying other libraries' items when filtered to the home library only, available items appearing below unavailable items due to the fixed order of formats in a grouped work, and the inability to filter to a library other than the home library.
- Libraries also suggested a number of small-scale tweaks to the user interface such as a bolder "Where Is It?" button and color-coded e-resources.

Action steps

- SWAN will investigate the ability to lock filters and strategize with ByWater on ways the filters can be made easier to use, such as selecting multiple or providing a "not" option.
- We can investigate means to improve native record grouping, including re-evaluating whether integration of name authority data would lead to more groups.
- Difficulties with searching and determining item availability may benefit from focused usage testing with member staff and patrons or targeted work with our Discover and User Experience Advisory Group to determine what the biggest pain points truly are. Though we had many comments and suggestions in this area, we did not observe many repeated comments that point to an obvious change to behavior or user interface.
- Address issues with record grouping through work with ByWater Solutions on their work to streamline grouping of graphic novels, abridgements, and distinct editions. Foreign language editions do not group by design, a choice made by the Aspen community at large. SWAN can work to better document the intricacies of grouping so the membership knows what to expect.
- SWAN is already working on a report of items using the default generated cover in Aspen. Using this report, members could upload covers for items that do not have cover art in Syndetics, our cover image provider.
- SWAN continues to work with ByWater Solutions on performance of the LiDA app and would like to investigate performance enhancements for the Web Services API.
- We will re-evaluate how we collect feedback on Aspen outside of user groups, regular meetings, and tickets. Based on the survey results, we need to smoother pipeline to transmit ideas for improvement from member staff to the Aspen community.

OCLC

Please rate your satisfaction with each of the following products:
WorldShare ILL & WorldCat Discovery -- OCLC group-services for Illinois libraries, managed by SWAN

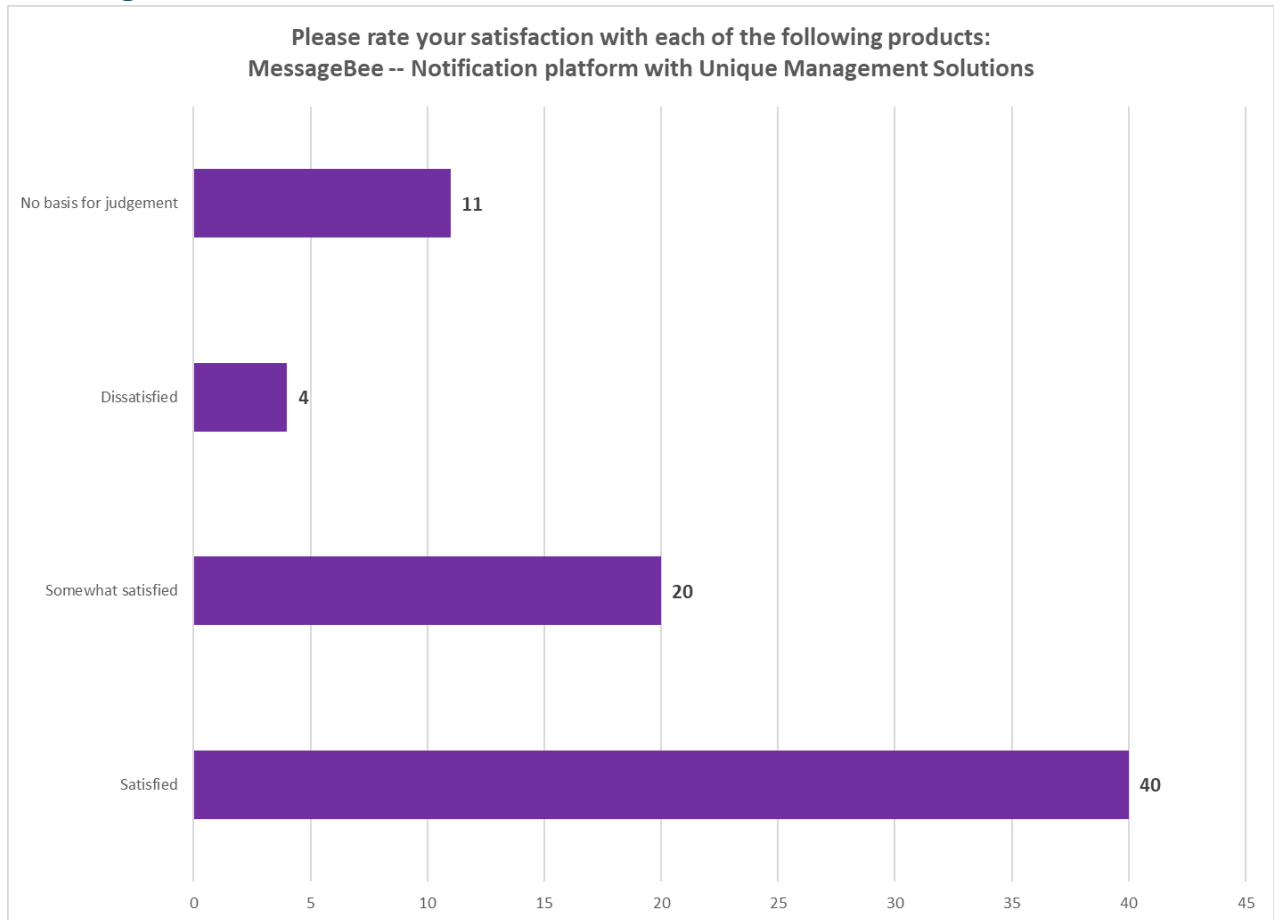| Rating	Value
No basis for judgement	10
Dissatisfied	1
Somewhat satisfied	8
Satisfied	56

Issues and themes

- WorldCat and WorldShare are easy to use, and in general, the library staff appreciated the efforts SWAN has put in to make ILL run efficiently.
- A couple of staff requested training in OCLC's further functions or suggested that no training at all is offered.
- WorldShare ILL is by far the most common point of interaction for our members, and they are generally satisfied. Some pointed out UI issues such as general clunkiness or the inability to copy requests for decrease input. Some mentioned intermittent error messages   and performance issues.
- Two libraries mentioned issues with holdings not accurately reflecting library collections.
- A library highlighted Record Manager's difficulty of use and suggested an update to WebDewey's interface.
- A couple of interface updates to WorldCat were also requested.

Action steps

- Promote the existing SWAN training on WorldShare ILL at SWAN events such as Fireside and user group meetings.

- Discover what areas of OCLC are in demand by our membership. Were requests for training related to ILL, Collection Manager, Catalog and Record Manager? Investigate existing OCLC training options to promote or opportunities to create our own when necessary.
- Holdings issues will be remedied by the launch of the 2.0 version of the Metadata API, which will fix an error in holdings maintenance we have been experiencing. We can also follow up with the two libraries who mentioned holdings issues to better understand the issue since tickets related to this issue are infrequent.
- SWAN will continue to track development Record Manager's cataloging and holdings maintenance abilities, but at the moment we don't recommend it as a central tool in the SWAN toolbox. OCLC Connexion client meets the needs of our catalogers.

MessageBee

Please rate your satisfaction with each of the following products:
MessageBee -- Notification platform with Unique Management Solutions

Category	Value
No basis for judgement	11
Dissatisfied	4
Somewhat satisfied	20
Satisfied	40

Issues and themes
- MessageBee is easy to use and considered an excellent product with a lot of options and is a "fantastic upgrade."
- Notification reporting features are valuable.

- The simplicity of the two-way SMS messaging tool was brought up as a criticism. The interface only displays phone number and no other patron information, and it cannot be turned off with an auto-response programmed. One library expressed interest in integrating it with their existing SMS platform.
- Reliability of notification receipt was a major concern for one library, including the possibility for patrons to opt out of e-mail messages without it being reflected in the interface.
- The interface and e-mails for reports and statistics can be clumsy for some users, who wish they could filter categories in which no notifications were sent. One library requested more granular statistics.
- Ten libraries mentioned the lack of autorenewal notifications. This is a similar number of libraries as was reflected in our user group discussions at the end of 2023.
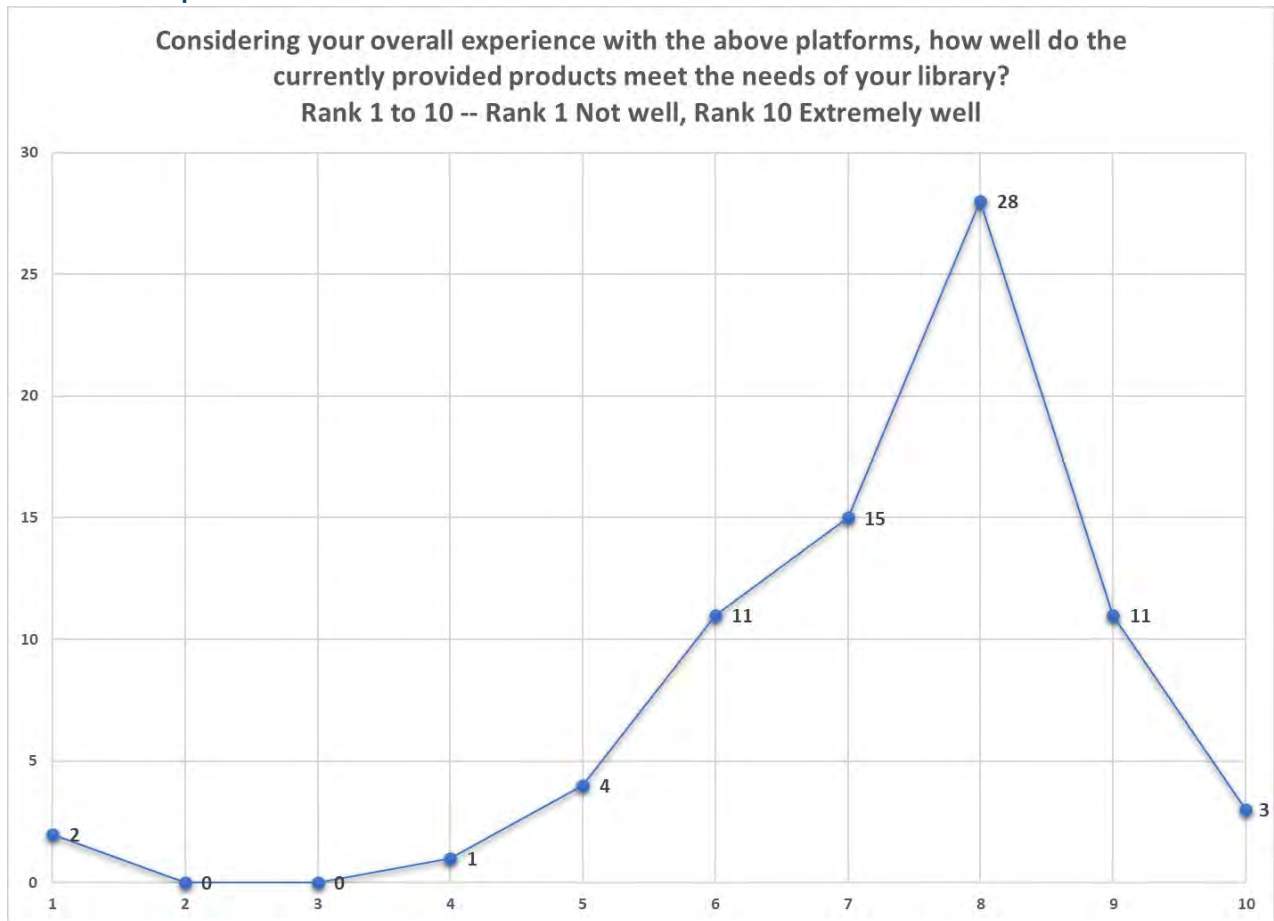
Action steps

- The Two-Way SMS messaging is something that we are expecting to see updated as Unique Management continues its overall user interface update this year. SWAN staff will talk with Unique staff to communicate member concerns with this tool and attempt to steer the update.
- Patron opt-outs that are not reflected in the interface include marking messages as spam in e-mail and replying "STOP" to an SMS notification. Neither of these things are well-communicated in MessageBee and rely on library staff to discover these message rejections by viewing reports. SWAN would like to work with Unique to build a better tool for catching these situations.
- The reports interface upgrade is underway, and SWAN members have access to the beta. Some of the issues pointed out in this survey are addresses in the beta site. SWAN can discuss with Unique Management when these changes can be reflected in automated e-mail reports.
- We will perform a cost-analysis of how re-implementation of autorenewal notices would impact the consortium.

Big ideas

- We plan to investigate improving autorenewal processing to include more attempts over a period of days to try and increase the proportion of successful autorenewed items.

Overall experience

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

This analysis of the survey on the six platforms focused on creating actions for the issues identified with each of the software platforms. It is also worth noting that the overall rating for the software platforms shows a majority of the respondents rating 7 or higher, which is 76% of the total.

ILS Migration comments

There were five libraries that left comments on a possible ILS migration. Two mentioned Polaris as a choice to consider. The comments below reflect the difficult balance SWAN is attempting with the complexity of our resource sharing and the staff client.

St Charles

"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."

Steger

"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."

General satisfaction

When praise for a specific platform was shared, those were inserted into the Issues and Themes above. Some of the comments were more general about the overall satisfaction of the software platforms provided. We have included three of them below.

Warrenville

"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 many deficiencies in some of the platforms are more than made up for by the friendly, responsive, and comprehensive support we get from SWAN staff."

Roselle

"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…"

Bloomingdale

"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 Mobile app in record time when the Sirsi app was unexpectedly dropped."

Comments on survey design

There was one comment about the survey itself, requesting more granular ratings below and above "somewhat." Two comments noted that the library used a survey tool internally to obtain all library staff feedback, which was then aggregated with individual comments into the full response submitted.

Conclusion

The analysis of the survey comments on SWAN software platforms has provided valuable insights into the strengths and weaknesses of each platform. The detailed examination of issues and themes, along with suggested action steps and big ideas for improvement, will help the SWAN management team address the challenges faced by member libraries. Overall, the majority of respondents rated the software platforms positively, indicating a general satisfaction with the services provided. The feedback gathered from the survey will guide future decisions on software enhancements and potential ILS migration, ensuring that SWAN continues to meet the needs of its member libraries effectively. By implementing the proposed action steps and big ideas, SWAN can enhance the user experience and further strengthen its resource-sharing capabilities.

SWAN Board Self-Evaluation

The SWAN Board self-evaluation questionnaire is intended for the current representatives of the board to assess the effectiveness of its meetings, relationship with the SWAN Executive Director, and the individual representative's responsibilities.

Board meeting effectiveness

Board meetings start on time and end in a timely fashion (3 hours or less) *

○ Agree

○ Neutral

○ Disagree

Board members follow a well-planned meeting agenda. *

○ Agree

○ Neutral

○ Disagree

Every board member has an opportunity to be heard. *

○ Agree

○ Neutral

○ Disagree

The President of the Board is skilled at managing different points of view. *

○ Agree

○ Neutral

○ Disagree

The President of the Board is effective in delegating responsibility among board members. *

○ Agree

○ Neutral

○ Disagree

Board Member Responsibilities

There is an effective orientation for new board members.

○ Agree

○ Neutral

○ Disagree

I have a good record of meeting attendance. *

○ Agree

○ Neutral

○ Disagree

I read the minutes, reports & other materials in advance of our board meetings. *

○ Agree

○ Neutral

○ Disagree

I participate fully in discussions and feel free to express my opinions. *

○ Agree

○ Neutral

○ Disagree

I am familiar with the SWAN's by-laws. *

○ Agree

○ Neutral

○ Disagree

I serve on a committee. *

○ Yes

○ No

I represent the broad interests of SWAN and all of the membership. *

○ Agree

○ Neutral

○ Disagree

I am an advocate for resource sharing within SWAN and the larger library community. *

○ Agree

○ Neutral

○ Disagree

We have a strategic plan that is updated on a regular basis. *

○ Agree

○ Neutral

○ Disagree

Meeting agendas for the Board and Committees clearly reflect our strategic plan. *

○ Agree

○ Neutral

○ Disagree

Policies are regularly reviewed and revised as necessary. *

○ Agree

○ Neutral

○ Disagree

Board relationship with Executive Director

We have a clear understanding of where the Board's role ends and the Executive Director's begins. *

○ Agree

○ Neutral

○ Disagree

There is a good communication between the Board and the Executive Director. *

○ Agree

○ Neutral

○ Disagree

The Board has discussed and communicated to the Executive Director the kinds of information and level of detail we require. *

○ Agree

○ Neutral

○ Disagree

There is a formal process for the evaluation of the Executive Director. *

○ Agree

○ Neutral

○ Disagree

The Board trusts the judgement of the Executive Director. *

○ Agree

○ Neutral

○ Disagree

The Board does not give direction to the staff or set priorities, management of SWAN is the responsibility of the Executive Director. *

○ Agree

○ Neutral

○ Disagree

Your Name

[   ]

Job Title

[   ]

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