

SWAN BOARD MEETING AGENDA

June 21, 2024 9:30 a.m.

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

1. Call to Order, Roll Call
2. Introduction of Visitors/Public Comment

Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the June 21, 2024 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JUNE 21, 2024 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, May 2024 (Exhibit pgs. 3-12)
 - a. Balance sheet and detail of expenditures for May 2024
 - b. Approval of the payment of bills for May 1, 2024, through May 31, 2024 in the amount of \$481,043.25

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

5. Action Item – Acceptance of the May 17, 2024, SWAN Board Meeting Minutes (Exhibit pgs. 13-15)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 17, 2024 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Action Item – Acceptance of the May 17, 2024, SWAN Environmental Scan Task Force Meeting Minutes (Exhibit pgs. 16-17)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 17, 2024 SWAN BOARD ENVIRONMENTAL SCAN TASK FORCE MINUTES AS PRESENTED

7. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 18-23)
- c. Operations Report (Exhibit pgs. 24-38)
- d. Treasurer Report
- e. Board Calendar (Exhibit pgs. 39-42)

8. Action Item – Executive Session – SWAN Executive Director annual review

Executive Session for the purposes of discussing “The appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body.” 5 ILCS 120/2(c) (1).

9. Action Item – Cancel August 16, 2024 SWAN Board meeting

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 May 31, 2024

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	889,525.75
Hinsdale Bank - MM - 5010	1,532,823.58
IMET Funds	351,833.00
Propay Funds	42.86
Total Cash and Cash Equivalents	\$ 2,774,225.19
Current Assets	
Accounts Receivable	77,247.04
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	14,750.00
Total Current Assets	\$ 115,464.12
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	\$ 4,267,837.34
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	\$ 606,326.15
Total Fund Balance	\$ 3,313,511.76
Total Liabilities and Fund Balances	\$ 4,267,837.34

Statement of Revenue and Expenses Summary
For the 11 Months Ended May 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	\$1,886.16	\$3,089,756.06	\$3,071,672.00	\$ (18,084.06)	100.59%
4100 - Membership Reimbursements	4,049.50	490,791.43	443,223.00	(47,568.43)	110.73%
4200 - Reimbursement for Losses	3,459.53	82,962.85	108,680.00	25,717.15	76.34%
4300 - Grant Revenue	-	515,542.00	515,012.00	(530.00)	100.10%
4400 - Registration & Event Receipts	-	6,260.00	3,400.00	(2,860.00)	184.12%
4500 - Investment & Interest	8,522.45	76,241.30	20,800.00	(55,441.30)	366.54%
4600 - Reserve Fund Transfer	-	17,592.00	73,800.00	56,208.00	23.84%
Total Revenue	<u>17,917.64</u>	<u>4,279,145.64</u>	<u>4,236,587.00</u>	<u>(42,558.64)</u>	<u>101.00%</u>
Expenses					
5000 - Salaries & Wages	113,648.68	1,336,893.02	1,546,800.00	209,906.98	86.43%
5020 - Personnel Benefits	33,477.90	392,631.62	457,700.00	65,068.38	85.78%
5100 - Building & Grounds	10,966.53	131,715.60	129,510.00	(2,205.60)	101.70%
5200 - Professional Development	4,339.78	14,065.58	16,700.00	2,634.42	84.23%
5300 - Membership Development	231.80	7,215.90	7,370.00	154.10	97.91%
5400 - Information & Technology Services	429,433.80	1,080,915.78	1,244,090.00	163,174.22	86.88%
5500 - General Office	268.86	4,300.57	2,700.00	(1,600.57)	159.28%
5600 - Hardware & Equipment	-	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	9,764.90	128,273.84	216,984.00	88,710.16	59.12%
5900 - Library Materials & Content	7,458.31	541,026.31	565,251.00	24,224.69	95.71%
6000 - Interest & Fees	167.18	3,124.63	4,050.00	925.37	77.15%
Total Expenses	<u>609,757.74</u>	<u>3,672,819.49</u>	<u>4,211,277.00</u>	<u>538,457.51</u>	<u>87.21%</u>
Excess Revenues less Expenses	<u>\$ (591,840.10)</u>	<u>\$ 606,326.15</u>	<u>\$ 25,310.00</u>	<u>\$ (581,016.15)</u>	

Statement of Revenue and Expenses

For the 11 Months Ended May 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 1,886.16	\$ 3,086,117.06	\$ 3,067,972.00	\$ (18,145.06)	100.59%
4011 - SWAN Internet Access Membership Fees	0.00	3,639.00	3,700.00	61.00	98.35%
4190 - Member Group Purchase Receipts	4,049.50	490,791.43	443,223.00	(47,568.43)	110.73%
4220 - Reimbursement Losses for Resource Sharing	0.00	41,833.71	63,000.00	21,166.29	66.40%
4240 - E-Commerce Transactions	3,459.53	41,129.14	45,680.00	4,550.86	90.04%
4310 - RAILS Support to SWAN	0.00	499,038.00	498,388.00	(650.00)	100.13%
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	8,522.45	76,241.30	20,800.00	(55,441.30)	366.54%
4600 - Reserve Fund Transfer	0.00	17,592.00	73,800.00	56,208.00	23.84%
Total Revenue	17,917.64	4,279,145.64	4,236,587.00	(42,558.64)	101.00%
Expenses					
5000 - Salaries & Wages	113,648.68	1,336,893.02	1,546,800.00	209,906.98	86.43%
5021 - FICA Expense	8,369.63	98,939.44	118,400.00	19,460.56	83.56%
5023 - Worker's Compensation	0.00	4,908.00	4,500.00	(408.00)	109.07%
5024 - Retirement Benefits	10,689.68	126,347.52	140,900.00	14,552.48	89.67%
5025 - Health, Dental, Life And Disability Insurance	14,418.59	162,311.75	192,400.00	30,088.25	84.36%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	0.00	124.91	400.00	275.09	31.23%
5110 - Rent/Lease	10,187.75	121,273.47	117,300.00	(3,973.47)	103.39%
5120 - Utilities	518.78	5,446.26	6,700.00	1,253.74	81.29%
5130 - Property Insurance	0.00	642.00	650.00	8.00	98.77%
5140 - Repairs & Maintenance	0.00	1,464.75	860.00	(604.75)	170.32%
5150 - Custodial Service & Supplies	260.00	2,889.12	4,000.00	1,110.88	72.23%
5210 - Conference Travel	314.96	4,126.83	6,000.00	1,873.17	68.78%
5220 - Staff Meetings	390.08	390.08	900.00	509.92	43.34%
5230 - Staff Professional Development	2,838.00	7,440.73	4,000.00	(3,440.73)	186.02%
5240 - Professional Association Membership Dues	192.00	1,361.00	2,500.00	1,139.00	54.44%
5250 - Educational Material	79.00	79.00	800.00	721.00	9.88%
5260 - Online Learning	525.74	667.94	2,500.00	1,832.06	26.72%
5310 - Travel Reimbursement	(294.86)	578.24	800.00	221.76	72.28%
5320 - Membership Meetings	83.91	159.91	0.00	(159.91)	0.00%
5330 - Library Professional Development	442.75	6,477.75	6,570.00	92.25	98.60%
5410 - Infrastructure Licensing	0.00	234.96	0.00	(234.96)	0.00%
5420 - Application Software Licensing	54.00	15,707.21	18,000.00	2,292.79	87.26%
5430 - Server Software Licensing	5,877.70	156,404.10	79,890.00	(76,514.10)	195.77%
5440 - Library Services Platform	421,835.77	830,443.46	1,016,300.00	185,856.54	81.71%
5450 - Data Management Services	275.10	28,777.17	33,000.00	4,222.83	87.20%
5460 - Information Subscription Service	0.00	19,971.44	75,000.00	55,028.56	26.63%
5470 - Subscription Support Services	289.00	5,301.11	6,800.00	1,498.89	77.96%
5480 - Telecommunications	1,102.23	12,088.93	14,500.00	2,411.07	83.37%
5490 - Group Purchases - Services	0.00	11,987.40	600.00	(11,387.40)	1997.90%
5510 - Office Supplies	94.81	3,344.05	2,200.00	(1,144.05)	152.00%
5520 - Postage	174.05	762.54	500.00	(262.54)	152.51%
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	0.00	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	10,550.00	19,160.00	8,610.00	55.06%

**Statement of Revenue and Expenses
For the 11 Months Ended May 31, 2024**

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5830 - Consulting	1,260.00	4,435.00	75,000.00	70,565.00	5.91%
5840 - Payroll Service Fees	339.54	4,217.27	3,600.00	(617.27)	117.15%
5850 - Contractual Agreements	0.00	21,624.00	16,624.00	(5,000.00)	130.08%
5860 - Notification & Collection	7,030.36	78,296.57	92,200.00	13,903.43	84.92%
5899 - Annual Conference Facility Contract	80.00	8,936.00	8,900.00	(36.00)	100.40%
5910 - Print Materials	0.00	0.00	5,300.00	5,300.00	0.00%
5920 - Reimburse for Resource Sharing	0.00	41,684.50	63,000.00	21,315.50	66.17%
5940 - E-Commerce Payment Transactions	4,199.69	40,793.81	45,680.00	4,886.19	89.30%
5990 - Group Purchases - Content	3,258.62	458,548.00	451,271.00	(7,277.00)	101.61%
6010 - Bank Fees	167.18	2,253.28	3,700.00	1,446.72	60.90%
6020 - Merchant Account Fees	0.00	871.35	50.00	(821.35)	1742.70%
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>609,757.74</u>	<u>3,672,819.49</u>	<u>4,211,277.00</u>	<u>538,457.51</u>	<u>87.21%</u>
 Excess Revenues less Expenses	 <u>\$ (591,840.10)</u>	 <u>\$ 606,326.15</u>	 <u>\$ 25,310.00</u>	 <u>\$ (581,016.15)</u>	

SWAN Library Services

Check Register

All Bank Accounts

May 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				10575	05/15/24	<u>9.41</u>
5940	E-Commerce Payment Transactions	Acorn Public Library	9.41			
Addison Public Library				10576	05/15/24	<u>10.98</u>
5940	E-Commerce Payment Transactions	Addison Public Library	10.98			
Batavia Public Library				10577	05/15/24	<u>251.89</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	251.89			
Beecher Community Library District				10578	05/15/24	<u>67.80</u>
5940	E-Commerce Payment Transactions	Beecher Community Library District	67.80			
Berwyn Public Library				10579	05/15/24	<u>280.32</u>
5940	E-Commerce Payment Transactions	Berwyn Public Library	280.32			
Bloomington Public Library				10580	05/15/24	<u>10.64</u>
5940	E-Commerce Payment Transactions	Bloomington Public Library	10.64			
Bridgeview Public Library				10581	05/15/24	<u>10.55</u>
5940	E-Commerce Payment Transactions	Bridgeview Public Library	10.55			
Carol Stream Public Library				10582	05/15/24	<u>13.17</u>
5940	E-Commerce Payment Transactions	Carol Stream Public Library	13.17			
Chicago Heights Public Library				10583	05/15/24	<u>12.26</u>
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	12.26			
Cicero Public Library				10584	05/15/24	<u>9.41</u>
5940	E-Commerce Payment Transactions	Cicero Public Library	9.41			
Crestwood Public Library District				10585	05/15/24	<u>5.61</u>
5940	E-Commerce Payment Transactions	Crestwood Public Library District	5.61			
Crete Public Library District				10586	05/15/24	<u>9.41</u>
5940	E-Commerce Payment Transactions	Crete Public Library District	9.41			

SWAN Library Services

Check Register

All Bank Accounts

May 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Elmwood Park Public Library 5940	E-Commerce Payment Transactions	Elmwood Park Public Library	106.22	10587	05/15/24	<u>106.22</u>
Flossmoor Public Library 5940	E-Commerce Payment Transactions	Flossmoor Public Library	11.79	10588	05/15/24	<u>11.79</u>
Forest Park Public Library 5940	E-Commerce Payment Transactions	Forest Park Public Library	196.79	10589	05/15/24	<u>196.79</u>
Franklin Park Public Library District 5940	E-Commerce Payment Transactions	Franklin Park Public Library District	46.62	10590	05/15/24	<u>46.62</u>
Geneva Public Library District 5940	E-Commerce Payment Transactions	Geneva Public Library District	327.63	10591	05/15/24	<u>327.63</u>
Glen Ellyn Public Library 5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	88.94	10592	05/15/24	<u>88.94</u>
Glenside Public Library 5940	E-Commerce Payment Transactions	Glenside Public Library	323.25	10593	05/15/24	<u>323.25</u>
Green Hills Public Library District 5940	E-Commerce Payment Transactions	Green Hills Public Library District	9.41	10594	05/15/24	<u>9.41</u>
Linda Sokol Francis Brookfield Library 5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	47.42	10595	05/15/24	<u>47.42</u>
Comcast 5480	Telecommunications	Comcast - May 01, 2024 to May 31, 2024	764.95	10596	05/16/24	<u>764.95</u>
Cynthia Romanowski 5310	Travel Reimbursement	Cynthia Romanowski - mileage to/from OCLC mtg.	20.10	10597	05/16/24	<u>104.01</u>
5320	Membership Meetings	Cynthia Romanowski - refreshments for cataloging mtg.	83.91			

SWAN Library Services

Check Register

All Bank Accounts

May 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Hinsdale Public Library 5940	E-Commerce Payment Transactions	Hinsdale Public Library	87.22	10598	05/16/24	<u>87.22</u>
Lansing Public Library 5940	E-Commerce Payment Transactions	Lansing Public Library	159.65	10599	05/16/24	<u>159.65</u>
Lauterbach & Amen, LLP 5820	Accounting	Lauterbach & Amen, LLP - April	1,055.00	10600	05/16/24	<u>1,055.00</u>
Marcive, Inc. 5450	Data Management Services	Marcive, Inc. -	275.10	10601	05/16/24	<u>275.10</u>
Matteson Public Library 5940	E-Commerce Payment Transactions	Matteson Public Library	117.17	10602	05/16/24	<u>117.17</u>
Matteson Public Library 5899	Annual Conference Facility Contract	Matteson Public Library - overpayment on SWAN EXPO fees	80.00	10603	05/16/24	<u>80.00</u>
Maywood Public Library District 5940	E-Commerce Payment Transactions	Maywood Public Library District	26.67	10604	05/16/24	<u>26.67</u>
Messenger Public Library of North Aurora 5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	72.03	10605	05/16/24	<u>72.03</u>
Oak Brook Public Library 5940	E-Commerce Payment Transactions	Oak Brook Public Library	120.58	10606	05/16/24	<u>120.58</u>
Oak Lawn Public Library 5940	E-Commerce Payment Transactions	Oak Lawn Public Library	24.52	10607	05/16/24	<u>24.52</u>
Oak Park Public Library 5940	E-Commerce Payment Transactions	Oak Park Public Library	676.27	10608	05/16/24	<u>676.27</u>
Park Forest Public Library 5940	E-Commerce Payment Transactions	Park Forest Public Library	28.32	10609	05/16/24	<u>28.32</u>

SWAN Library Services

Check Register

All Bank Accounts

May 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Prairie Trails Public Library District 5940	E-Commerce Payment Transactions	Prairie Trails Public Library District	21.82	10610	05/16/24	<u>21.82</u>
River Forest Public Library 5940	E-Commerce Payment Transactions	River Forest Public Library	173.59	10611	05/16/24	<u>173.59</u>
River Grove Public Library District 5940	E-Commerce Payment Transactions	River Grove Public Library District	24.51	10612	05/16/24	<u>24.51</u>
Roselle Public Library 5940	E-Commerce Payment Transactions	Roselle Public Library	28.45	10613	05/16/24	<u>28.45</u>
St. Charles Public Library District 5940	E-Commerce Payment Transactions	St. Charles Public Library District	316.86	10614	05/16/24	<u>316.86</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. - notices April	274.86	10615	05/16/24	<u>7,030.36</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. - curbside May	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - messagebee	6,715.50			
University Park Public Library District 5940	E-Commerce Payment Transactions	University Park Public Library District	128.56	10616	05/16/24	<u>128.56</u>
Villa Park Public Library 5940	E-Commerce Payment Transactions	Villa Park Public Library	35.67	10617	05/16/24	<u>35.67</u>
Wellness Insurance Network-WIN 5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - May	167.68	10618	05/16/24	<u>167.68</u>
Westmont Public Library 5940	E-Commerce Payment Transactions	Westmont Public Library	308.28	10619	05/16/24	<u>308.28</u>

SWAN Library Services

Check Register

All Bank Accounts

May 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
First Bankcard				51090	05/15/24	<u>8,804.41</u>
5220	Staff Meetings	First Bankcard - Empanadus/staff retreat	272.20			
5220	Staff Meetings	First Bankcard - Panera/staff retreat	117.88			
5230	Staff Professional Development	First Bankcard - Staff Retreat	810.00			
5240	Professional Association Membership Dues	First Bankcard - ALA dues Vela	192.00			
5250	Educational Material	First Bankcard - ALA material	79.00			
5260	Online Learning	First Bankcard - Amazon e-learning	63.74			
5420	Application Software Licensing	First Bankcard - Mailchimp	54.00			
5430	Server Software Licensing	First Bankcard - Microsoft Azure	5,818.17			
5430	Server Software Licensing	First Bankcard - DNS Made easy	59.53			
5470	Subscription Support Services	First Bankcard - Sendgrid	289.00			
5480	Telecommunications	First Bankcard - Grasshopper	49.28			
5480	Telecommunications	First Bankcard - Microsoft calling plan	288.00			
5510	Office Supplies	First Bankcard - Amazon	78.72			
5510	Office Supplies	First Bankcard - Walmart	16.09			
5520	Postage	First Bankcard - postage	8.50			
5520	Postage	First Bankcard - postage	124.75			
5520	Postage	First Bankcard - postage	40.80			
5330	Library Professional Development	First Bankcard - ICS Learning Group	442.75			
ByWater Solutions				51091	05/01/24	<u>104,267.00</u>
5440	Library Services Platform	ByWater Solutions - Aspen support & hosting	16,291.70			
5440	Library Services Platform	ByWater Solutions - Aspen support & hosting	81,458.30			
5440	Library Services Platform	ByWater Solutions - LiDA support & hosting	766.70			
5440	Library Services Platform	ByWater Solutions - LiDA support & hosting	3,833.30			
5440	Library Services Platform	ByWater Solutions - LiDA implementation	1,917.00			
ComEd				51092	05/02/24	<u>428.57</u>
5120	Utilities	ComEd - 3/22/24-4/22/24	428.57			
Library Pass, Inc.				51093	05/02/24	<u>1,907.27</u>

SWAN Library Services

Check Register

All Bank Accounts

May 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5990	Group Purchases - Content	Library Pass, Inc. - ADD- renewal & setup fee	1,907.27			
Library Pass, Inc.				51094	05/14/24	<u>1,351.35</u>
5990	Group Purchases - Content	Library Pass, Inc.	1,351.35			
SirsiDynix, Inc.				51095	05/20/24	<u>317,568.77</u>
5440	Library Services Platform	SirsiDynix, Inc. - Annual Maint.	358,418.81			
5440	Library Services Platform	SirsiDynix, Inc. - Credit Memo 1181 12/12/23	-40,850.04			
Nicor Gas				51096	05/20/24	<u>90.21</u>
5120	Utilities	Nicor Gas - 4/12/-24	90.21			
HR Source				51097	05/16/24	<u>3,750.00</u>
5230	Staff Professional Development	HR Source - Assessments for SWAN employees	2,490.00			
5830	Consulting	HR Source - 2025 membership dues	1,260.00			
T.A. Systems Inc.				51098	05/01/24	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc.	260.00			
LIMRiCC				51099	05/01/24	<u>18,751.13</u>
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - May	18,751.13			
Quail Ridge Drive Investors, LLC				51100	05/31/24	<u>10,187.75</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - June	10,187.75			
					Check List Total	<u><u>481,043.25</u></u>

SWAN BOARD MEETING MINUTES

May 17, 2024, 9:30 a.m.
Blue Island Public Works
2433 York Street
Blue Island, IL 60406-2011

1. Call to Order, Roll Call

President Cottrill called the meeting to order at 9:35 a.m. The following Board members were present to establish a quorum.

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

2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director
Ginny Blake, SWAN Business Manager

There was no public comment.

3. Action Item

Acceptance of the May 17, 2024, SWAN Board Meeting Agenda

Wassenaar moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 17, 2024, SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by unanimous voice vote.

4. Action Item

Acceptance of the SWAN Financials, April 2024

Jarzemsky moved, seconded by Waltman that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR APRIL 1, 2024, THROUGH APRIL 30, 2024, AND ACCEPTS THE BALANCE SHEET AND DETAILS OF EXPENDITURES FOR APRIL 2024 AS PRESENTED

Motion carried by roll call vote with the following results:

Ayes: Cottrill, Jarzemsky, Koll, Waltman, Wassenaar

5. Action Item

Acceptance of the April 19, 2024, SWAN Board Meeting Minutes

Waltman moved, seconded by Jarzemsky that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 2024, SWAN BOARD MEETING
MINUTES AS PRESENTED (WITH EDITS)

Motion carried by unanimous voice vote.

6. Action Item

Acceptance of the April 19, 2024, SWAN Environmental Scan Task Force Meeting

Wassenaar moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 2024, SWAN ENVIRONMENTAL
SCAN TASK FORCE MEETING MINUTES

Motion carried by unanimous voice vote.

7. Reports

a. Board President Report

None

b. Executive Director Report

Skog updated and discussed the SWAN activities with the Board. A discussion ensued regarding the sessions for the SWAN Expo on Friday, August 23rd.

c. Operations Report

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

d. Treasurers Report

None

e. Board Calendar

Reviewed

8. Action Item

Approve commercial office lease with KMMRD ENTERPRICES, LLC

Koll moved, seconded by Wassenaar that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE COMMERCIAL LEASE WITH KMMRD
ENTERPRISES, LLC

Motion carried by roll call vote with the following results:

Ayes: Cottrill, Jarzemsky, Koll, Waltman, Wassenaar

9. **Discussion Item** – SWAN Board evaluation results
The board discussed the evaluation results.
10. **Discussion Item** – Website accessibility challenges for public libraries & SWAN's role
The board discussed the accessibility challenges for public libraries. The cost of a VPAT with the company Deque will be brought to the June board meeting.
11. **Discussion Item** – Next steps for MessageBee & Autorenewals
The board discussed the next steps for autorenewals which includes setting the schedule to run at a more frequent cadence.
12. **Discussion Item** – Review SWAN Quarterly agenda draft
The board reviewed the June Quarterly agenda.
13. **Information Item** – Procedures for Executive Director evaluation
Cottrill discussed the procedures for Executive Director's evaluation process.

Cottrill adjourned the meeting at 11:10 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Jesse Blazek
Board Secretary

SWAN Board Environmental Scan Task Force Minutes

May 17, 2024

Blue Island Public Library
2433 York Street
Blue Island, IL 60406-2011

Call to Order, Roll Call

The meeting was called to order at 11:16 a.m.

Present: Jesse Blazek, Anna Wassenaar, Jennifer Cottrill, Aaron Skog

Absent: none

Introduction of Visitors/Public Comment

None.

Discussion—SWAN environmental scan report from 2012

The structure of the 2012 environmental scan report is an agreed upon model for the report planned for 2024, with the exception of having a scoring established for ILS platform desired features. The goal is to have a written report ready for the September/October 2024 SWAN Board meeting.

Discussion—List of potential library consortia/systems to interview

The list of potential library consortia was shared with the task force, with a mix of library consortia recently migrated to ILS platforms not in use by SWAN, or recently migrated to Aspen Discovery and a different ILS than Symphony being in use. Some library consortia on the list have recently left an ILS platform recently have selected Symphony.

Discussion—Access to the Task Force SharePoint portal for task force members

The portal was set up for members of the task force, but access is problematic for Jesse Blazek and Anna Wassenaar.

Next Steps

Aaron will follow up with task force members Jesse and Anna to make sure access to the SharePoint portal is established. A task force/committee webpage on SWAN Support will be created. A survey/webform will be created for the task force to send to the list of library consortia.

Adjournment

The meeting adjourned at 10:57 a.m.

Task Force Member	Library	Office	Term Expires
Anna Wassenaar	Blue Island Public Library		July 1, 2025
Jesse Blazek	Palos Heights Public Library	Secretary	July 1, 2025
Jennifer Cottrill	Midlothian Public Library	President	July 1, 2026

SWAN Executive Director Report

June 21, 2024

Personnel changes

We will be searching for a Network Administrator starting in September. SWAN parted ways with Laurie Casiano on June 7th.

One of the Bibliographic Services Consultant position will become vacant on July 19th, but our search to fill the position will begin in the upcoming weeks.

Expo 2024

Expo keynote

NAMI has agreed to present the keynote at the SWAN Expo on Friday, August 23rd. We will announce the session and schedule on June 25th at the membership Fireside.

Update on Activities

EBSCO all-inclusive package

The effort to have libraries join the new group-purchase deal with EBSCO fell short of the number of libraries needed to make the \$419,000 purchase affordable. For the prior year, 84 of 96 public libraries participated in the EBSCO group-purchase. There were 58 libraries that wanted the all-inclusive package for SWAN.

SWAN libraries that indicated they would move to the RAILS EBSCO flagship package have been submitted to RAILS for processing. SWAN members that indicated their preference to not to be in either EBSCO group-purchase will be configured for the new Illinois State Library E-Resources deal with EBSCO.

SWAN all-inclusive package	58
Individual resources through RAILS	5
RAILS flagship package	4
None	12

Website accessibility challenges for public libraries

Deque has provided SWAN a quote for an Aspen Discovery VPAT. I am discussing next steps with ByWater Solutions. I am investigating a IMLS grant to fund this project.

Deque Service Description	Aspen Discovery web	Aspen LiDA (SWAN libraries + app)
Comprehensive Assessment WCAG 2.1 AA testing standard Chrome Browser/NVDA Assistive Technology Written Executive Summary Report Online view-only access to the Web Assessment Results	\$26,350	\$34,800
Voluntary Product Accessibility Template (VPAT)	\$10,500	Unknown
Total	\$36,850	\$34,800

Update on RFP for financial auditor

We issued an RFP for financial auditors. The list of auditors we contacted directly was based on a recent search conducted by CCS and Fountaindale Public Library District. Our deadline for proposals was June 30th. Our recently completed audit with Selden Fox cost \$7,500. I will bring a recommendation to the SWAN Board at the July meeting.

Firm name	Submitted	Proposal	Cost year 1	Cost year 2
1. Crowe Horwath LLP	Online	Declined		
2. Hearne & Associates	Email	No response		
3. Lauterbach & Amen	Email	No response		
4. Miller Cooper & Co., Ltd	Online	No response		
5. Selden Fox	Online	Received	\$13,000	\$13,500
6. Sikich	Email	No response		
7. Wipfli	Online	No response		
8. Baker Tilly Virchow Krause LLP	Email	No response		
9. GW & Associates	Email	Received	\$12,500	\$13,250
10. ATA Group	Email	No response		

Board Considerations

Hosting location for upcoming SWAN Board meetings

The meeting locations for July 2024 through June 2025 are not set. I suggest we host the July meeting at the SWAN headquarters at 800 Quail Ridge, Westmont. The upcoming meeting dates are listed in the SWAN Board calendar for the next 12 months.

Monthly Financial Report

May Balance Sheet

The Fund Balance Unrestricted line for May 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 92% 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 four quarters, plus invoices sent for the full year of the EBSCO group-purchase which has our revenue at 101%.

	FY24 Budget	Ending May 2024	Percentage of budget YTD 92%
Total Revenue	\$4,236,587.00	\$4,279,145.64	101%
Total Expenses	\$4,211,277.00	\$3,672,819.49	87%
Over / (Under)	\$25,310.00	\$606,326.15	

Accounts Receivable

4010 - SWAN Full Membership Fees: 4th quarter invoices were sent out in April 2024, reflecting 100.59% revenue.

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

4190 – Member Group Purchase Receipts: 110.73%

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: 100%

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

4510 – Interest Income: 366.54%

SWAN's Money Market continues to perform better than expected for the year. Currently, the rate for May is 5.57%. Interest income from the IMET Convenience Fund is now recorded in this line.

Accounts Payable

5000 – Salaries & Wages: 86.43%

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

5021 – FICA Expense: 83.56%

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: 89.67%

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

5110 – Rent/Lease: 103.39%

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.

5230—Staff Professional Development: 186.02%

The recent completed staff retreat with HR Source CliftonStrengths expenses have over spent this budget line. Other expenses for staff attendance at AspenCon, COSUGI, and ALA conferences are reflected in this budget line.

5420 – Application Software Licensing: 87.26%

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

5430 – Server Software Licensing: 195.77%

The one-time expense of \$33,075 for the single sign-on project with Ping is reflected, along with the annual subscription. Other expenses related to the Microsoft Azure hosting of Symphony and the support/ticketing systems are recorded in this budget line. This budget line was revised at the March 2024 Quarterly meeting from \$18,000 to \$79,890 for FY24 for the annual single sign-on subscription with Ping.

5440 – Library Services Platform: 81.71%

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. A full year's payment to ByWater Solution and SirsiDynix was made in May 2024.

5450 – Data Management Services: 87.20%

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: 26.63%

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: 1,997.90%

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.

5690 – Group Purchases - Hardware: 1862.09%

The replacement of 11 firewall appliances with member libraries was not budgeted for in FY24, which has caused this expense line to be overbudget. The revenue from these libraries to reimburse SWAN are recorded in the revenue line #4190 – Member Group Purchase Receipts.

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: 84.92%

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: 101.61%

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: May 2024

Summary

Membership engagement activities and statistics are reported through the month-end of May 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 May 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
5/7/2024	Rollover Consultation (ADD)	Bibliographic Services	Consultation
5/9/2024	Acquisitions & Cataloging Users	Bibliographic Services; Information Technology & System Support	Membership Meeting
5/14/2024	In-Person Cataloging Libraries Meeting	Bibliographic Services; Administration	Membership Meeting
5/17/2024	Aspen Training (VPD In-Service Day)	User Experience; Bibliographic Services	Consultation
5/17/2024	SWAN Board Meeting	Administration	Governance
5/20/2024	Directors Coffee Hour	Administration	Consultation
5/23/2024	Discovery & User Experience Advisory	User Experience; Administration	Membership Meeting
5/28/2024	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.

Acquisitions & Cataloging Users (5/9/2024)

The Acquisitions and Cataloging Users group met via Zoom on 5/9/2024. The co-chairs, Susana Leyva of Palos Heights Public Library and MaryKellie Marquez of Warrenville Public Library led the discussion along with SWAN staff Vickie Totton, Samantha Dietel, and Claudia Nickson. MaryKellie opened the meeting with an overview of a LACONI Acquisitions Roundup event she attended. She discussed features and services provided by Ingram, Midwest Tape, Brodart, and Baker & Taylor.

SWAN staff gave some recommendations and best when creating on-the-fly records, such as using the Add Brief Title wizard instead of the Helper in the Charge/Checkout wizard, and to place copy-level holds so the item can be fully cataloged upon return.

SWAN also talked about the overhaul of the support site documentation, which includes updates and new pages. Claudia Nickson discussed the expectations of pre-cat libraries, the importance of a thorough search in WorkFlows before adding new records, required MARC tags for pre-cats, and how to report duplicate records. Claudia also announced the new self-paced course Working with Non-English Materials, and Vickie Totton discussed the upcoming Symphony 4.1 upgrade.

Cataloging Libraries Meeting (5/14/2024)

The Cataloging Libraries and SWAN Bibliographic Services team met for an in-person meeting at Oak Brook Public Library. Thirteen out of the eighteen libraries were represented. Topics of discussion included Authority Files, MARCIVE Configuration, and the Responsibilities and Expectations of being a Cataloging Library in SWAN.

Discovery & User Experience Advisory (5/23/2024)

The major topic of discussion at the May DUX meeting was the Aspen and LiDA comments from the SWAN Platform Survey; the group discussed the topics and potential configuration changes to explore including additional filters. In addition, the group reviewed the new Novelist Select integration, which is now implemented for all catalogs.

Major Projects & Research

Aspen Discovery

Aspen release 24.05 included grouping improvements for graphic novels, manga, and comics; accessibility improvements; and a new Novelist Select display.

Scan and go pilot

The pilot for Aspen's self-check functionality, Scan-and-Go, kicked off May 31st with Downers Grove, Lansing, and Indian Prairie. Testers at these libraries were added to our beta app for testing new releases. I

In our testing, we found that the checkout location is not being recorded properly in Symphony; this means that the library's loan rules are not being applied to checkouts and instead are using the default rules for the consortium. We're currently pausing our self-check testing for further development to troubleshoot this issue, and in the interim, we're investigating improvements to error messaging that appears when items cannot be checked out, there are issues with a patron's account, etc.

Online Patron Registration

We have obtained estimates from third-party online registration providers; Crystal, Vickie, and Helen worked to generate estimates of annual card registrations to calculate per-transaction fees for patron verification tools. We are still analyzing this material and will share our findings at the July board meeting.

Ticketing System Migration

The Management Team is working on a project to analyze incoming support tickets in order to create categories and common workflows. This will help us to determine HaloITSM's initial configuration and streamline the tool to best serve our needs. Our goals are the ability to route tickets with increased automation without requiring libraries to pre-categorize their requests. After this information gathering phase, we will then meet with all SWAN staff to get an idea of how they would like an ideal ticketing workflow to behave and provide further insight into specific support workflows they commonly see.

Symphony 4.1 Upgrade

Our Symphony server is scheduled to be upgraded from 3.7.1 to 4.1 beginning the installation around 11:30PM on Monday, June 17th. This process will take approximately three hours and an all-clear SWANcom announcement will be sent upon completion and library staff may connect to WorkFlows. We do not anticipate any downtime during business hours.

Group Purchases

Illinois State Library E-Resource Program and EBSCO database group purchase

ESBCO was awarded the contract for the Illinois statewide e-resource program, though the databases included have not yet been officially announced as of June 14th.

This contract impacted our current EBSCO contract, as there is some overlap between the SWAN EBSCO database package set to renew July 1st and resources included in the statewide deal. SWAN discussed the new available EBSCO package options with our members at the June Quarterly meeting and in a special informational meeting on June 11th.

Comics Plus

We are currently in the renewal period for Comics Plus. The current period is set to expire June 30, 2024. If libraries choose to renew, they will extend subscription access period to June 30, 2025. Renewing libraries saw no price increase from last year. We are also taking information and handling paperwork for any libraries that are part of SWAN that are not current Comics Plus subscribers but wish to be. There is special pricing that is only available until June 30, 2024 for interested libraries.

External Collaboration & Partnerships

Meetings represent formal project-based meetings with vendors and collaboration projects within the larger library community.

Date	Event Name	Teams Involved	Topic
Alternate Tuesdays	ByWater - Aspen weekly check-in	All (UX Lead)	Partnerships
Wednesdays	HiQuest (PingOne) Weekly Sync Up	Administration; Information Technology & System Support	Partnerships
5/2/2024	Aspen Gathering	All	Partnerships
5/2/2024	Arctic Wolf Account Review	Information Technology & System Support	Partnerships
5/2/2024	PingOne Monthly Plan	Information Technology & System Support	Partnerships
5/15/2024	Unique Management Check-in	Administration; Information Technology & System Support; User Experience	Partnerships
5/21/2024	LIMRiCC Annual Spring Meeting	Administration	Partnerships
5/22/2024	SirsiDynix Sure Sailing	All	Partnerships
5/24/2024	HR Source CliftonStrengths Consultation	All	Partnerships
5/28/024	OHM Working Session	Administration; Information Technology & System Support	Partnerships

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Outage tracking

On Tuesday, May 7, several libraries lost their WorkFlows connections around 2PM and were unable to reconnect. It was determined that an attempt to connect two networks via Peering in Azure likely caused an IP conflict. Once the peering configuration was removed, the affected libraries were able to successfully connect.

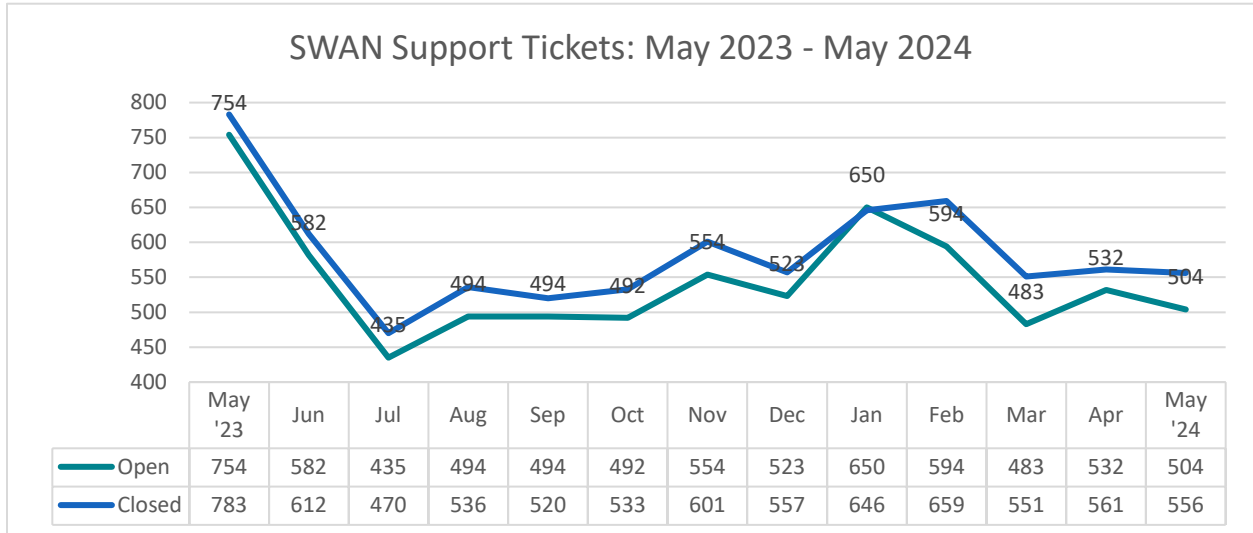
System Maintenance & Outage Calendar

Aspen Test Release	Fri 4/5/2024	Sat 4/6/2024	
Aspen Production Release	Wed 4/17/2024	Thu 4/18/2024	
pfSense unresponsive - Library VPN tunnels down	Mon 4/29/2024	Mon 4/29/2024	Outage, IT
Aspen Test Release	Fri 5/3/2024	Sat 5/4/2024	
VPN Instability - VNET Peering	Tue 5/7/2024	Tue 5/7/2024	Outage
Aspen Production Release	Wed 5/15/2024	Thu 5/16/2024	
TEST - Web Services 6.4.1 Upgrade	Tue 5/21/2024	Tue 5/21/2024	

Support Tickets

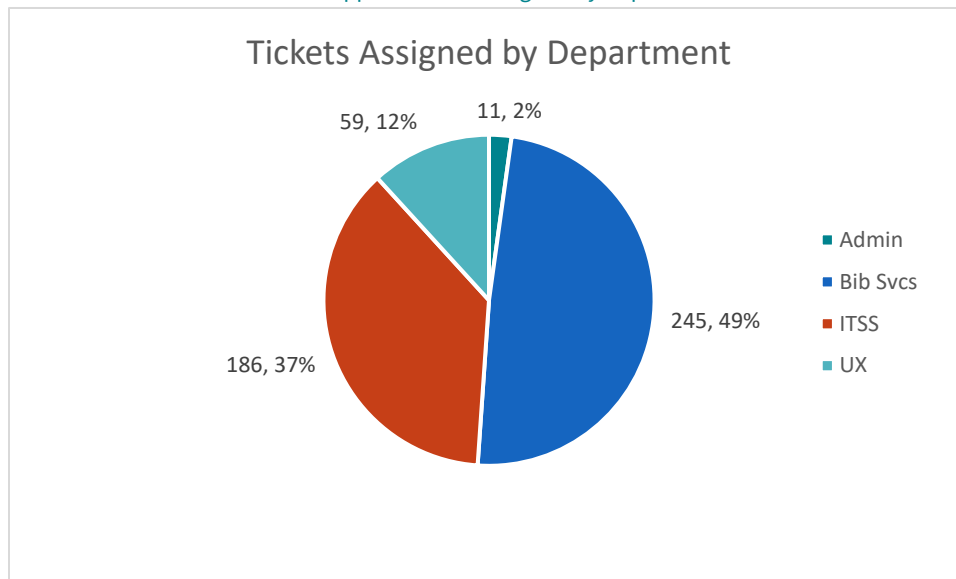
SWAN support staff continue to maintain an excellent monthly open/closed ticket ratio.

SWAN Support Tickets Opened/Closed in Past 12 Months



Data labels reflect tickets closed each month.

SWAN Support Tickets Assigned by Department



Support Site

The content review for ILL and ILS configuration documentation is complete, and we have begun the review for our documentation around quarterly billing, reports, and statistics.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)

In May we added 9 new users to the SWAN Online Learning management system.

We have registered Crystal Vela and Samantha Dietel for two-day, in-person training sessions on the Articulate software platform that we use to build out our courses. Crystal is going to refresh her knowledge, and Sam is going to be joining the course development team to build out our Acquisitions training series and lend support going forward. These courses take place in late July at a training facility in Oak Brook.

On-site Training and Consultation

Preparation for Fiscal Period Close

Samantha Dietel went through an overview of the documentation and WorkFlow steps required for a successful fiscal period close with Itasca. Fiscal rollover is a complex procedure that continues to require a lot of oversight by SWAN staff. We hope incorporating this process into our online learning offerings will help ease the process for many of our libraries.

Circulation Mentor Program

We have 8 mentees participating in the Circulation Mentor Program, with 3 completing the year-long program at the end of the month. The latest addition is Tisha Smith from Broadview Public Library, who is working with mentor Melanie Johnson from Carol Stream Public Library.

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. Libraries completed this month include River Forest, River Grove, Riverside, Roselle, Schiller Park, South Holland, St. Charles, Stickney-Forest View.

There were some vendors that required outreach to make OpenAthens links usable. Those vendors include Storytime Pods, ProQuest, DatabaseUSA, Gale Cengage, Value Line, Educate Station, Mango Languages and World Trade Press.

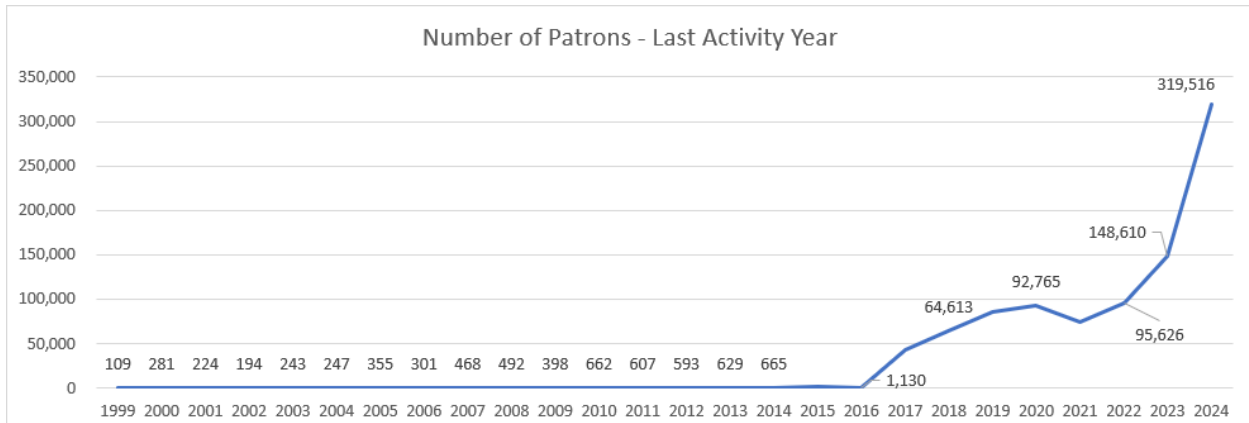
We just have three more groups left, and the audit will be complete in August 2024.

Maintenance

Automatic Monthly Patron Record Removal

In May, we purged 4,236 inactive patrons from the database.

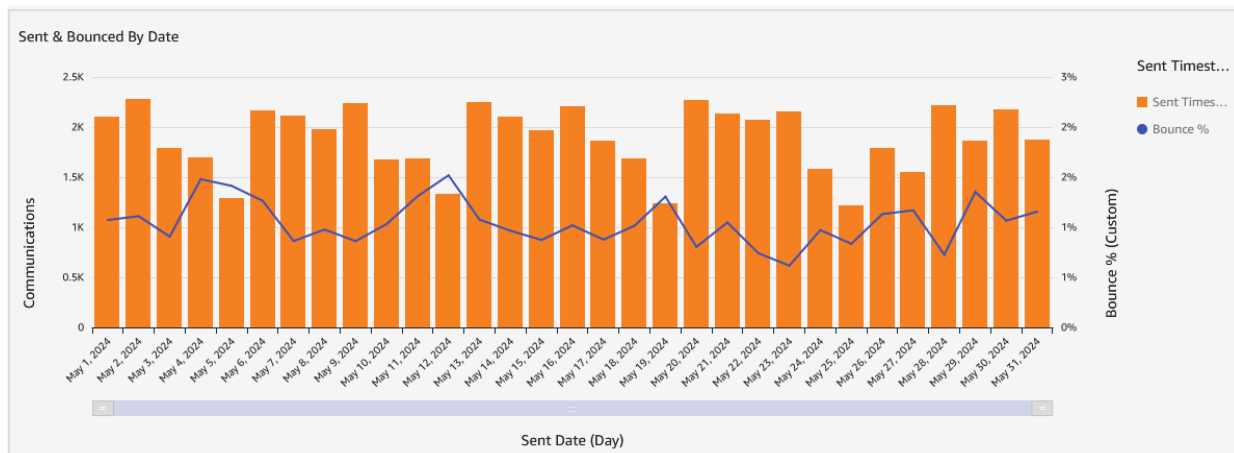
So far in 2024, there have been 319,516 patrons active in SWAN. Coupled with 2023 last-active users (148,610) this represents 50% of the total patron database. Since January 1, 2020, 78% of the total patron database has been active. As we continue to update and remove inactive users, the active percentage of patrons continues to increase. SWAN recommends purging all patron records with last activity date prior to 6/1/2014 regardless of outstanding bills.



MessageBee Statistics

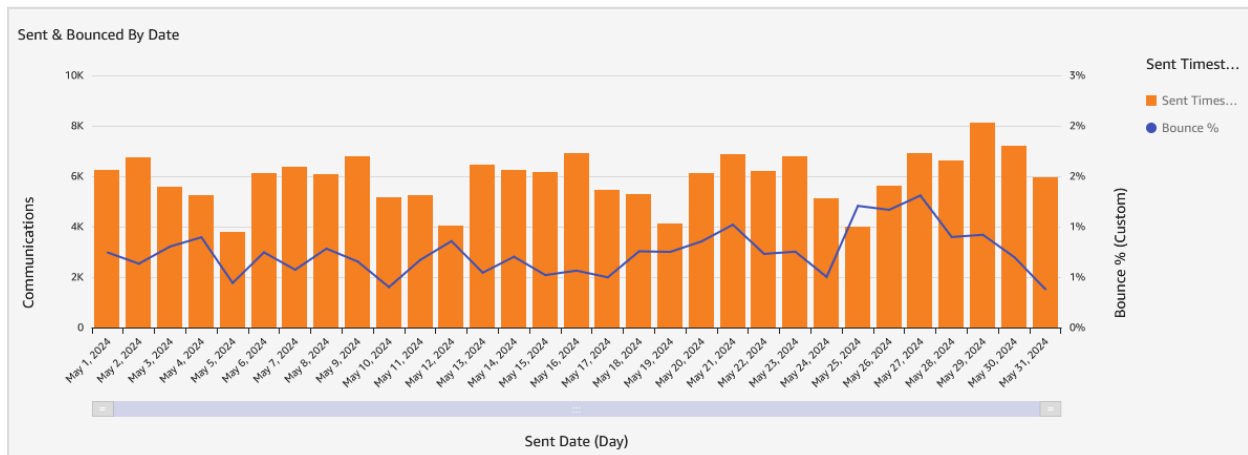
SMS notifications

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%
February, 2024	55,111	54,538	98.96%	573	1.04%
March, 2024	56,938	56,287	98.86%	651	1.14%
April, 2024	57,823	57,196	98.92%	627	1.08%
May, 2024	58,436	57,840	98.98%	596	1.02%



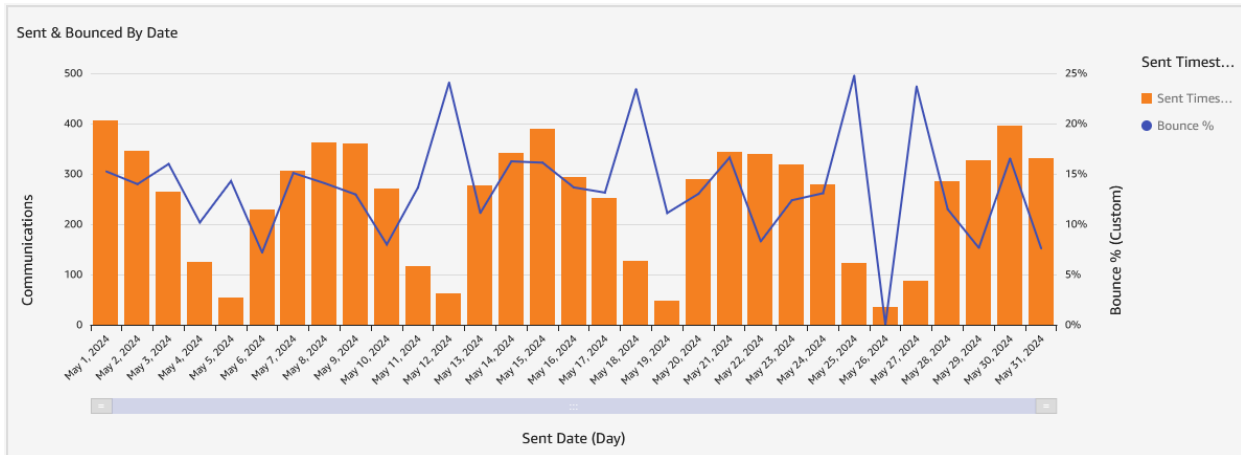
Email notifications

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%
April, 2024	168,979	167,812	99.31%	1,167	0.69%
May, 2024	173,226	171,978	99.28%	1,248	0.72%



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%
April, 2024	7,075	6,748	95.38%	327	4.62%
May, 2024	7,263	6,943	95.59%	320	4.41%



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
April, 2024	378	\$ 274.86
May, 2024	467	\$ 406.29

SendGrid Statistics

The SendGrid success rate has continued to be excellent and overall mail volume has reduced as other services have taken over. We did see an increase in spam reports this past month, we'll need to see if there was a specific email that was flagged.

Month	Total Requests	Total Processed	Success Rate (Delivered)	Addresses			Messages		
				Bounced	Marked as Spam	Invalid	Blocks	Bounce Drops	Spam Drops
Oct, '23	69,957	65,512	93.65% (65,057)	279	5	19	510	4,288	138
Nov, '23	93,981	81,824	87.06% (80,525)	578	6	26	1,822	11,987	144
Dec, '23	79,685	71,685	89.96% (70,801)	363	8	21	1,132	7,853	126
Jan, '24	91,086	86,305	99.01% (85,455)	334	8	28	1,112	4,626	127
Feb, '24	69,276	67,302	99.09% (66,692)	179	5	39	817	1,806	129
Mar, '24	63,300	61,349	99.16% (60,835)	153	4	14	589	1,794	143

Apr, '24	70,264	68,177	99.03% (67,521)	148	3	24	935	1,931	132
May '24	75,532	73,381	98.92% (72,593)	162	14	22	1,405	2,003	126

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.

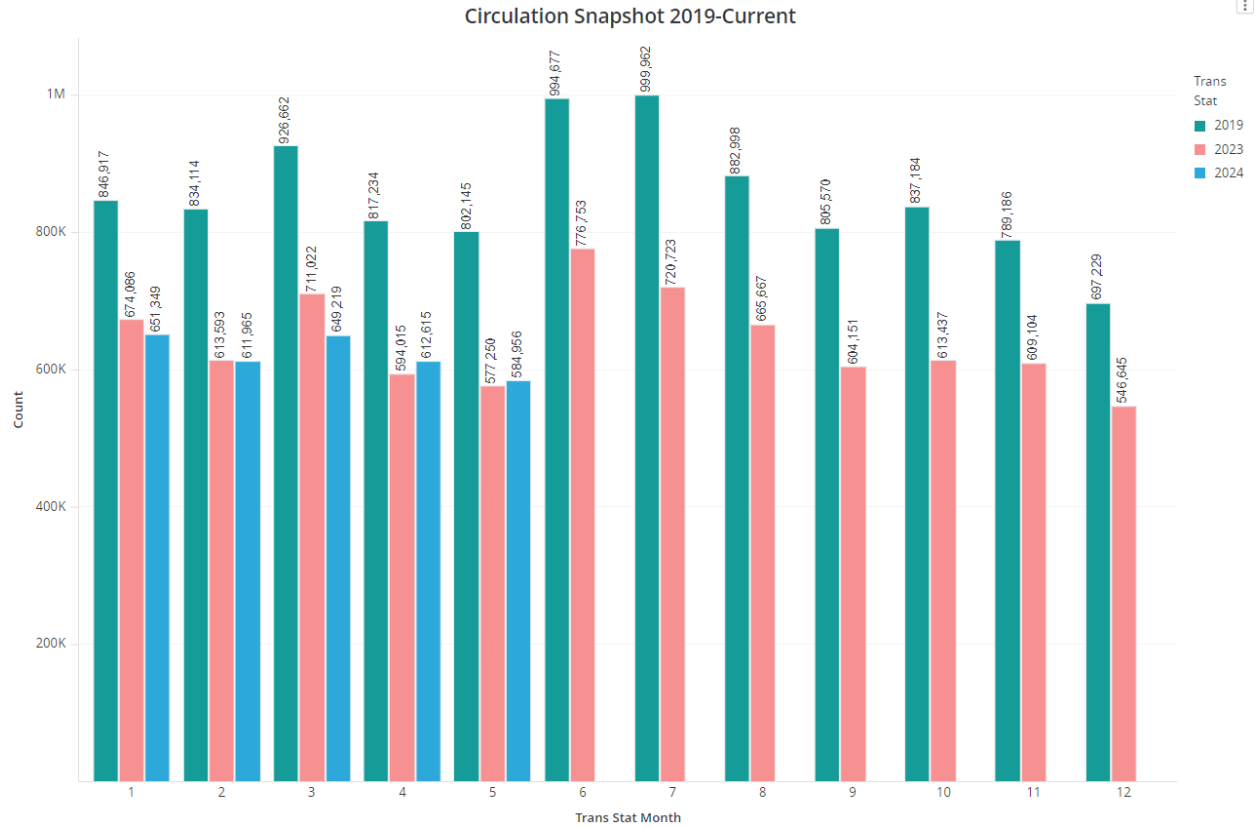
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2020	99	111	69	152	98	129	88	102	76	62	56	46	1,088
Copy 2020	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	24,467
Orig 2021*	41	53	54	73	49	88	49	71	80	65	72	104	799
Copy 2021*	1,632	1,847	1,911	1,480	1,720	1,756	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	137	122								
Copy 2024	2072	1936	1633	1967	1727								

Circulation

Monthly total comparison since 2019

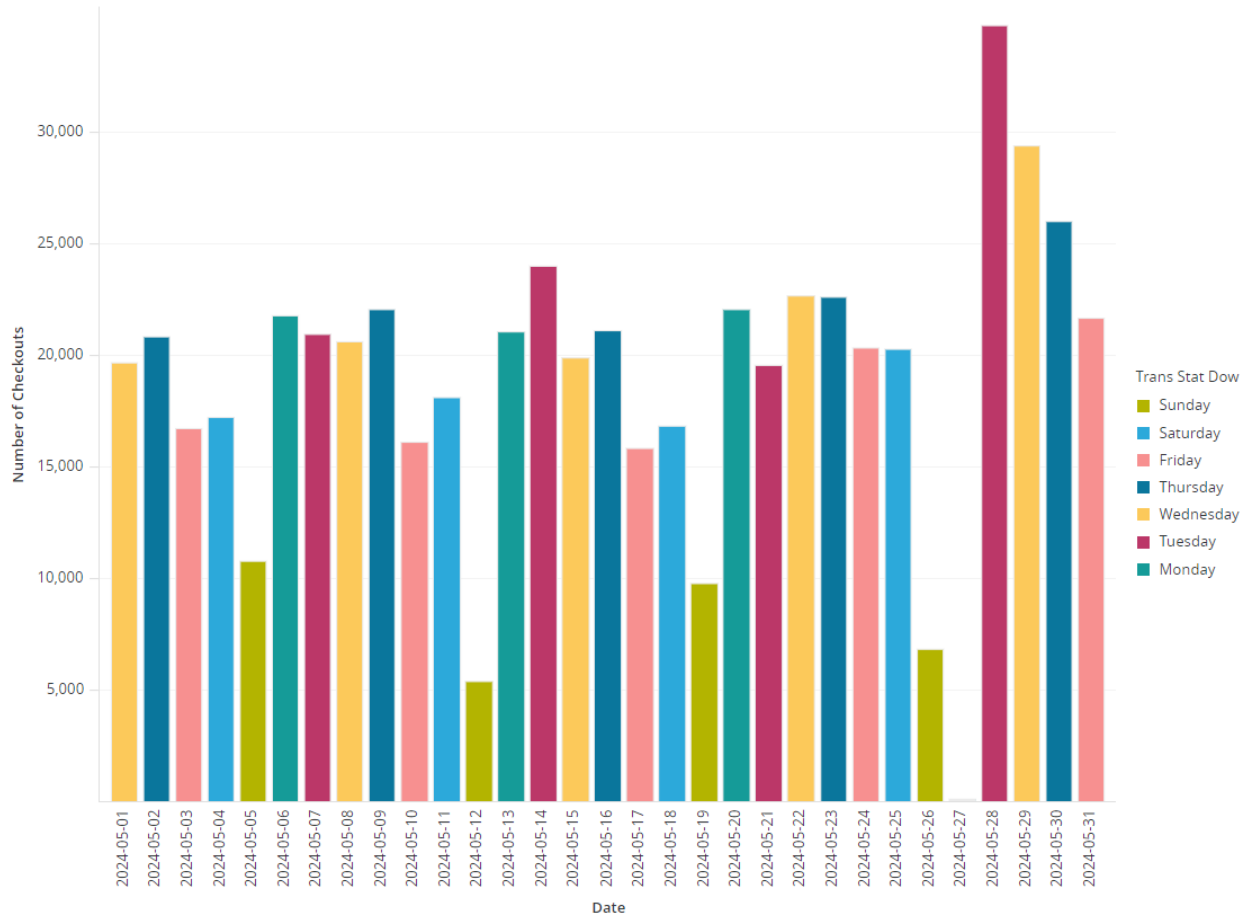
In April, we had 584,956 systemwide circulations.

This chart shows overall circulation counts in 2019, 2023, and this year for comparison.



This chart represents the daily circulation throughout May.

Daily Circulation Totals - Previous Month



SWAN staff are working on a version of these circulation statistics reports that will provide an on-call analysis of individual libraries' circulation activity over time.

Holds

Holds Placement & Pick-up

The number of patrons placing holds was 39,112 in April, with 180,783 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 98,407 in May, or 18% of total checkouts. Reciprocal borrowing between SWAN libraries totaled another 13% at 72,869 checkouts. Non-SWAN reciprocal borrowing included 16,350 checkouts, and non-SWAN ILL totaled 3,472, so overall, all circulation to non-SWAN patrons accounts for 3.6% of all transactions in May.

OCCL Worldwide Resource Sharing

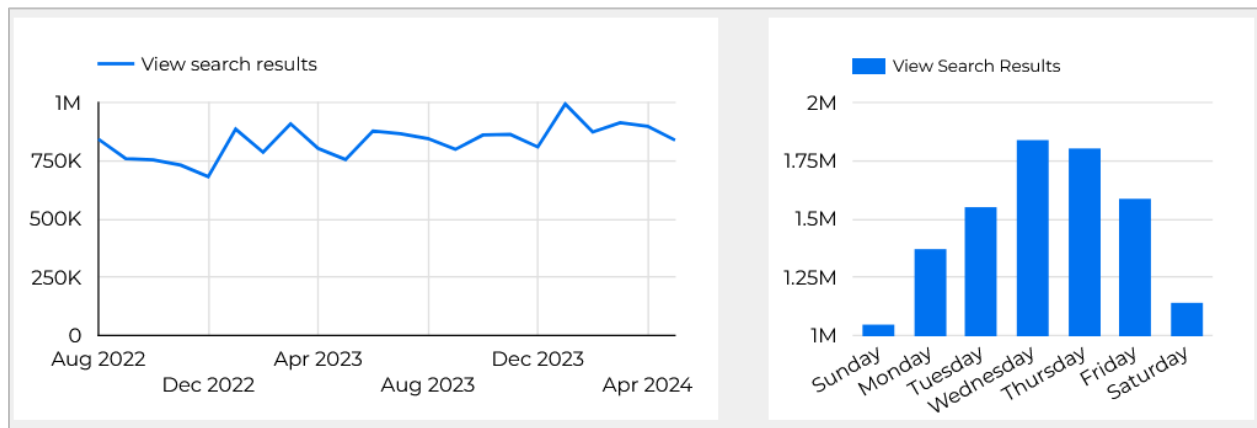
Our combined OCLC interlibrary loan statistics show that SWAN was again a net lender in May. This month, we lent 2,752 items and 9 copies and borrowed 1,289 items and 33 copies. SWAN loaned 2.1 items for each item borrowed.

Online Public Catalog - Aspen

Top 25 Searches in Aspen (May 2024)

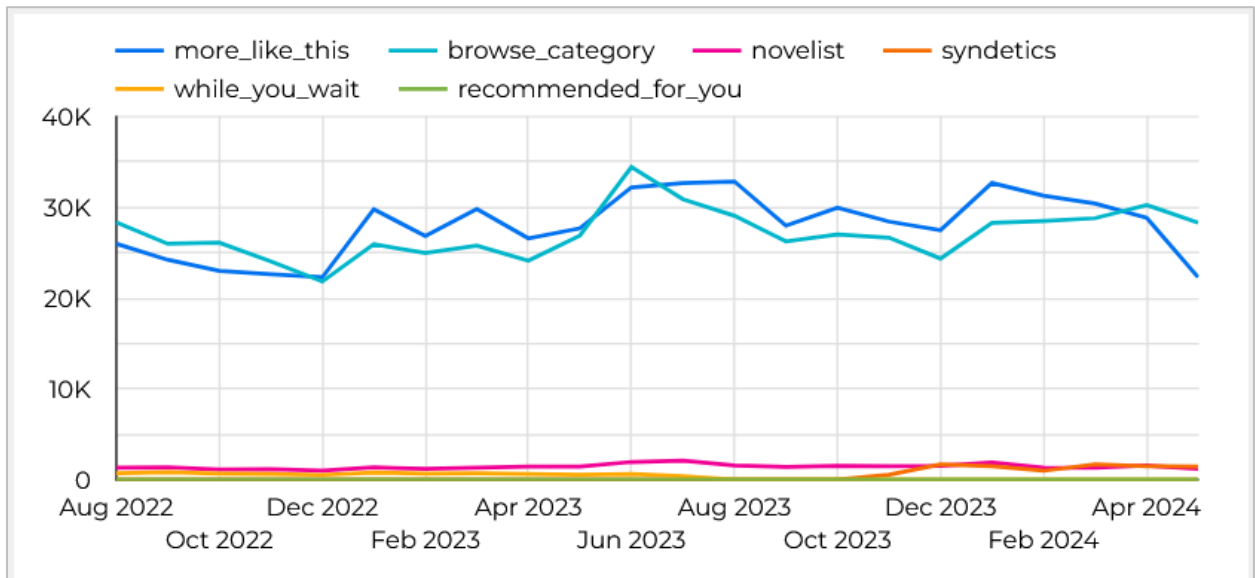
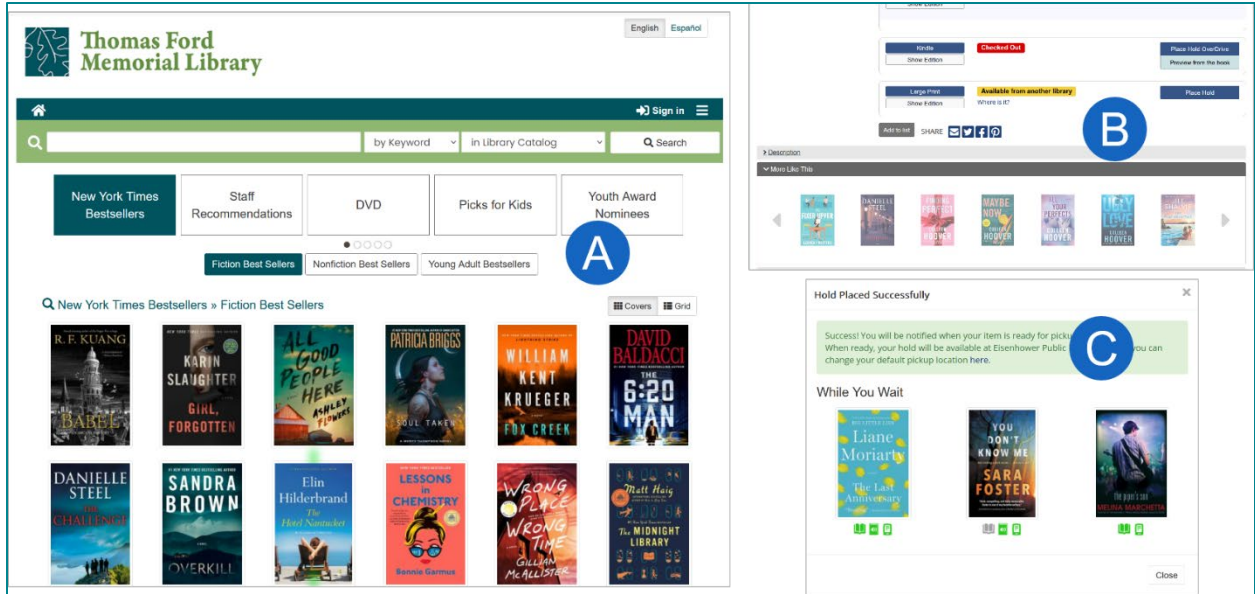
- | | | |
|--------------------|---------------------|--------------------------------|
| 1. the women | 10. minecraft | 18. killers of the flower moon |
| 2. freida mcfadden | 11. james patterson | 19. consumer reports |
| 3. colleen hoover | 12. kristin hannah | 20. cicadas |
| 4. summer | 13. star wars | 21. first lie wins |
| 5. dog man | 14. nintendo switch | 22. it ends with us |
| 6. funny story | video games | 23. library of things |
| 7. emily henry | 15. bridgerton | 24. cicada |
| 8. dune | 16. harry potter | 25. fourth wing |
| 9. bluey | 17. taylor swift | |

Results Pageviews in Aspen



Usage of Recommendations

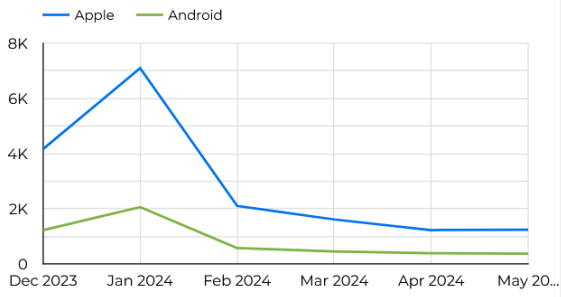
Browse categories appear on the home page and they are generated by library staff (A). “More Like This” are auto-generated by Syndetics and appear on a grouped work or record detail page (B). “While You Wait” are auto-generated by Aspen, and appear when you place a hold or view your holds and checkouts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



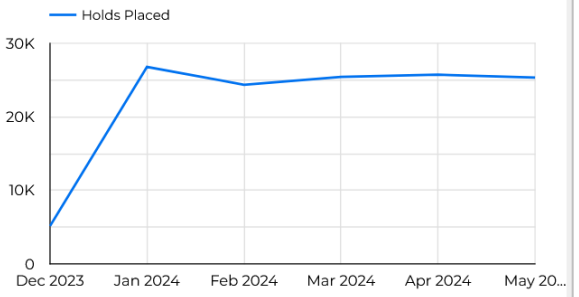
SWAN Libraries + App – Aspen LiDA

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



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.
Friday, July 19, 2024	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. Approve schedule for regular board meetings for next 12 months.

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Friday, August 16, 2024	Regular SWAN Board Meeting	Meeting often conflicts with SWAN Expo. Decision on recommend to cancel meeting.
Thursday, September 5, 2024	SWAN Quarterly Meeting	Introduce new SWAN Board members
Friday, September 20, 2024	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
Friday, October 18, 2024	Regular SWAN Board Meeting	Aaron begins work on FY26 budget, brings questions to SWAN Board if needed.
Friday, November 22, 2024	Regular SWAN Board Meeting	Board accepts FY24 audit. Aaron to bring FY26 Budget draft; Board discuss Fees and determines next steps. Board approves meeting dates for 2025 calendar
Friday, December 20, 2024	Regular SWAN Board Meeting	Review of FY26 Budget Draft
Friday, January 24, 2025	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
Tuesday, February 4, 2025	Committee of the Whole meeting (virtual)	Meeting to discuss FY23 budget, fees, and reserves worksheet.
Friday, February 21, 2025	Regular SWAN Board Meeting	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.
Thursday, March 6, 2025	SWAN Quarterly Meeting	Roll call vote to approve SWAN budget. Announce Board election process.
Friday, March 21, 2025	Regular SWAN Board Meeting	
Friday, April 18, 2025	Regular SWAN Board Meeting	Review and approve Board Self Evaluation Form; assign date for completion.
Friday, May 23, 2025	Regular SWAN Board Meeting	Review Board Self-Evaluation Results.
Thursday, June 5, 2025	SWAN Quarterly Meeting	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 20, 2025	Regular SWAN Board Meeting	Review/Write Off Allowance for Doubtful Accounts. Director Evaluation - Provide results and discuss (Executive Session).

SWAN Board & Membership Meeting Schedule 2023 - 2025

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
Friday, July 19, 2024	Regular SWAN Board Meeting	SWAN headquarters
Friday, August 16, 2024	Regular SWAN Board Meeting	TBD
Thursday, September 5, 2024	SWAN Quarterly Meeting	TBD
Friday, September 20, 2024	Regular SWAN Board Meeting	TBD
Friday, October 18, 2024	Regular SWAN Board Meeting	TBD
Friday, November 22, 2024	Regular SWAN Board Meeting	TBD
Friday, December 20, 2024	Regular SWAN Board Meeting	TBD
Friday, January 24, 2025	Regular SWAN Board Meeting	TBD
Tuesday, February 4, 2025	Committee of the Whole meeting (virtual)	TBD
Friday, February 21, 2025	Regular SWAN Board Meeting	TBD
Thursday, March 6, 2025	SWAN Quarterly Meeting	TBD
Friday, March 21, 2025	Regular SWAN Board Meeting	TBD
Friday, April 18, 2025	Regular SWAN Board Meeting	TBD

SWAN Board & Membership Meeting Schedule 2023 - 2025

Friday, May 23, 2025	Regular SWAN Board Meeting	TBD
Thursday, June 5, 2025	SWAN Quarterly Meeting	TBD