

SWAN BOARD MEETING AGENDA

July 19, 2024 9:30 a.m.

SWAN
800 Quail Ridge Drive
Westmont, IL 60559

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 July 19, 2024 SWAN Board Meeting Agenda

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

4. Action Item – Appointment of SWAN Board Officers and Committee Members

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

- a. Balance sheet and detail of expenditures for June 2024
- b. Approval of the payment of bills for June 1, 2024, through June 30, 2024 in the amount of \$76,950.39

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JUNE 1 THROUGH JUNE 30, 2024 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR JUNE 2024

6. Action Item – Acceptance of the June 21, 2024, SWAN Board Meeting Minutes (Exhibit pgs. 13-15)

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

7. Action Item – Acceptance of the June 21, 2024, SWAN Environmental Scan Task Force Meeting Minutes (Exhibit pg. 16)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JUNE 21, 2024 SWAN BOARD ENVIRONMENTAL SCAN TASK FORCE MINUTES AS PRESENTED

- 8. Reports
 - a. Board President Report
 - b. Executive Director Report (Exhibit pgs. 17-23)
 - c. Operations Report (Exhibit pgs. 24-38)
 - d. Treasurer Report
 - e. Board Calendar (Exhibit pgs. 39-40)

- 9. Action Item – Approve SWAN Board meeting calendar (Exhibit pg. 41)

- 10. Action Item – Approve salary increase for SWAN Executive Director

- 11. Action Item – Approve financial auditor for FY24 and FY25 (Exhibit pgs. 42-73)

- 12. Discussion Item – Online patron registration options for SWAN libraries (Exhibit pgs. 74-82)

- 13. Discussion Item – SWAN Quarterly meeting, September 7, 2024 agenda topics (Exhibit pg. 83)

- 14. Adjournment

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

SWAN Board Member	Library	Office	Term Expires
Dawn Bussey	Glen Ellyn Public Library		July 1, 2027
Zach Musil	Tinley Park Public Library		July 1, 2027
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

"PRELIMINARY & UNAUDITED"

**SWAN Library Services
Balance Sheet
As of June 30, 2024**

	<u>Balance End of Month</u>
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	749,654.08
Hinsdale Bank - MM - 5010	1,539,667.99
IMET Funds	353,299.21
Propay Funds	<u>42.86</u>
Total Cash and Cash Equivalents	\$ <u>2,642,664.14</u>
Current Assets	
Accounts Receivable	27,503.21
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	<u>14,750.00</u>
Total Current Assets	\$ <u>65,720.29</u>
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	<u>(351,227.75)</u>
Total Capital Assets, net	\$ <u>16,551.11</u>
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	<u>(669,010.40)</u>
Total Other Assets	\$ <u>1,361,596.92</u>
Total Assets	\$ <u><u>4,086,532.46</u></u>
LIABILITIES	
Current Liabilities	
Library Consortia Special Interest Group Funds	5,786.46
Accrued Payroll	48,244.58
Compensated Absences	<u>109,749.24</u>
Total Current Liabilities	\$ <u>163,780.28</u>
Long Term Liabilities	
Lease Liability - Right to Use Asset	118,237.78
Subscription Liability	672,046.25
Accrued Interest Liability - SBITA	<u>261.27</u>
Total Long Term Liabilities	\$ <u>790,545.30</u>
Total Liabilities	\$ <u>954,325.58</u>
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,707,185.61
Total Beginning Net Assets	\$ <u>2,707,185.61</u>
Current YTD Net Income	\$ <u>425,021.27</u>
Total Fund Balance	\$ <u>3,132,206.88</u>
Total Liabilities and Fund Balances	\$ <u><u>4,086,532.46</u></u>

Statement of Revenue and Expenses Summary
For the 12 Months Ended June 30, 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	\$2,174.65	\$3,091,930.71	\$3,071,672.00	\$ (20,258.71)	100.66%
4100 - Membership Reimbursements	449.50	491,240.93	443,223.00	(48,017.93)	110.83%
4200 - Reimbursement for Losses	4,390.27	87,353.12	108,680.00	21,326.88	80.38%
4300 - Grant Revenue	2,720.00	518,262.00	515,012.00	(3,250.00)	100.63%
4400 - Registration & Event Receipts	-	6,260.00	3,400.00	(2,860.00)	184.12%
4500 - Investment & Interest	8,310.62	84,551.92	20,800.00	(63,751.92)	406.50%
4600 - Reserve Fund Transfer	-	17,592.00	73,800.00	56,208.00	23.84%
Total Revenue	<u>18,045.04</u>	<u>4,297,190.68</u>	<u>4,236,587.00</u>	<u>(60,603.68)</u>	<u>101.43%</u>
Expenses					
5000 - Salaries & Wages	115,040.53	1,451,933.55	1,546,800.00	94,866.45	93.87%
5020 - Personnel Benefits	35,648.42	428,280.04	457,700.00	29,419.96	93.57%
5100 - Building & Grounds	10,502.20	142,217.80	129,510.00	(12,707.80)	109.81%
5200 - Professional Development	1,962.06	16,027.64	16,700.00	672.36	95.97%
5300 - Membership Development	725.49	7,941.39	7,370.00	(571.39)	107.75%
5400 - Information & Technology Services	15,578.68	1,096,494.46	1,244,090.00	147,595.54	88.14%
5500 - General Office	(51.94)	4,248.63	2,700.00	(1,548.63)	157.36%
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	17,066.83	145,340.67	216,984.00	71,643.33	66.98%
5900 - Library Materials & Content	2,569.10	543,595.41	565,251.00	21,655.59	96.17%
6000 - Interest & Fees	308.55	3,433.18	4,050.00	616.82	84.77%
Total Expenses	<u>199,349.92</u>	<u>3,872,169.41</u>	<u>4,211,277.00</u>	<u>339,107.59</u>	<u>91.95%</u>
Excess Revenues less Expenses	<u>\$ (181,304.88)</u>	<u>\$ 425,021.27</u>	<u>\$ 25,310.00</u>	<u>\$ (399,711.27)</u>	

Statement of Revenue and Expenses For the 12 Months Ended June 30, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 2,174.65	\$ 3,088,291.71	\$ 3,067,972.00	\$ (20,319.71)	100.66%
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	491,240.93	443,223.00	(48,017.93)	110.83%
4220 - Reimbursement Losses for Resource Sharing	(210.00)	41,623.71	63,000.00	21,376.29	66.07%
4240 - E-Commerce Transactions	4,600.27	45,729.41	45,680.00	(49.41)	100.11%
4310 - RAILS Support to SWAN	0.00	499,038.00	498,388.00	(650.00)	100.13%
4320 - Other Grant Revenue	2,720.00	19,224.00	16,624.00	(2,600.00)	115.64%
4499 - Annual Conference Receipts	0.00	6,260.00	3,400.00	(2,860.00)	184.12%
4510 - Interest Income	8,310.62	84,551.92	20,800.00	(63,751.92)	406.50%
4600 - Reserve Fund Transfer	0.00	17,592.00	73,800.00	56,208.00	23.84%
Total Revenue	<u>18,045.04</u>	<u>4,297,190.68</u>	<u>4,236,587.00</u>	<u>(60,603.68)</u>	<u>101.43%</u>
Expenses					
5000 - Salaries & Wages	115,040.53	1,451,933.55	1,546,800.00	94,866.45	93.87%
5021 - FICA Expense	8,478.40	107,417.84	118,400.00	10,982.16	90.72%
5023 - Worker's Compensation	0.00	4,908.00	4,500.00	(408.00)	109.07%
5024 - Retirement Benefits	10,869.76	137,217.28	140,900.00	3,682.72	97.39%
5025 - Health, Dental, Life And Disability Insurance	16,270.29	178,582.04	192,400.00	13,817.96	92.82%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	29.97	154.88	400.00	245.12	38.72%
5110 - Rent/Lease	10,187.75	131,461.22	117,300.00	(14,161.22)	112.07%
5120 - Utilities	54.45	5,500.71	6,700.00	1,199.29	82.10%
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	3,149.12	4,000.00	850.88	78.73%
5210 - Conference Travel	962.06	5,088.89	6,000.00	911.11	84.81%
5220 - Staff Meetings	0.00	390.08	900.00	509.92	43.34%
5230 - Staff Professional Development	1,000.00	8,440.73	4,000.00	(4,440.73)	211.02%
5240 - Professional Association Membership Dues	0.00	1,361.00	2,500.00	1,139.00	54.44%
5250 - Educational Material	0.00	79.00	800.00	721.00	9.88%
5260 - Online Learning	0.00	667.94	2,500.00	1,832.06	26.72%
5310 - Travel Reimbursement	282.74	860.98	800.00	(60.98)	107.62%
5320 - Membership Meetings	0.00	159.91	0.00	(159.91)	0.00%
5330 - Library Professional Development	442.75	6,920.50	6,570.00	(350.50)	105.33%
5410 - Infrastructure Licensing	0.00	234.96	0.00	(234.96)	0.00%
5420 - Application Software Licensing	4,557.60	20,264.81	18,000.00	(2,264.81)	112.58%
5430 - Server Software Licensing	6,051.10	162,455.20	79,890.00	(82,565.20)	203.35%
5440 - Library Services Platform	0.00	830,443.46	1,016,300.00	185,856.54	81.71%
5450 - Data Management Services	0.00	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	5,590.11	6,800.00	1,209.89	82.21%
5480 - Telecommunications	1,101.88	13,190.81	14,500.00	1,309.19	90.97%
5490 - Group Purchases - Services	3,579.10	15,566.50	600.00	(14,966.50)	2594.42%
5510 - Office Supplies	(51.94)	3,292.11	2,200.00	(1,092.11)	149.64%
5520 - Postage	0.00	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	1,010.50	1,225.50	1,500.00	274.50	81.70%
5820 - Accounting	8,555.00	19,105.00	19,160.00	55.00	99.71%

Statement of Revenue and Expenses
For the 12 Months Ended June 30, 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>
5830 - Consulting	0.00	4,435.00	75,000.00	70,565.00	5.91%
5840 - Payroll Service Fees	339.54	4,556.81	3,600.00	(956.81)	126.58%
5850 - Contractual Agreements	0.00	21,624.00	16,624.00	(5,000.00)	130.08%
5860 - Notification & Collection	7,161.79	85,458.36	92,200.00	6,741.64	92.69%
5899 - Annual Conference Facility Contract	0.00	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	2,569.10	43,362.91	45,680.00	2,317.09	94.93%
5990 - Group Purchases - Content	0.00	458,548.00	451,271.00	(7,277.00)	101.61%
6010 - Bank Fees	308.55	2,561.83	3,700.00	1,138.17	69.24%
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>199,349.92</u>	<u>3,872,169.41</u>	<u>4,211,277.00</u>	<u>339,107.59</u>	<u>91.95%</u>
 Excess Revenues less Expenses	 <u>\$ (181,304.88)</u>	 <u>\$ 425,021.27</u>	 <u>\$ 25,310.00</u>	 <u>\$ (399,711.27)</u>	

SWAN Library Services

Check Register

All Bank Accounts

June 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Aaron Skog				10620	06/19/24	<u>1,211.70</u>
5210	Conference Travel	Aaron Skog - Flight to Consortia SIG 10/23	704.80			
5210	Conference Travel	Aaron Skog - Hotel Stay UT - 10/23	257.26			
5310	Travel Reimbursement	Aaron Skog - MVCC Expo 8/23	20.23			
5310	Travel Reimbursement	Aaron Skog - ACS bd mtg	16.08			
5310	Travel Reimbursement	Aaron Skog - ACS bd mtg	16.08			
5310	Travel Reimbursement	Aaron Skog - PHS bd mtg	23.45			
5310	Travel Reimbursement	Aaron Skog - HWS bd mtg	36.72			
5310	Travel Reimbursement	Aaron Skog - HWS bd mtg	36.72			
5310	Travel Reimbursement	Aaron Skog - ROD bd mtg	23.32			
5310	Travel Reimbursement	Aaron Skog - BDD bd mtg	23.45			
5310	Travel Reimbursement	Aaron Skog - BDD bd mtg	23.45			
5310	Travel Reimbursement	Aaron Skog - BIS vbd mtg	30.14			
Aaron Skog				10620	06/20/24	<u>(1,211.70)</u>
5210	Conference Travel	Aaron Skog	-704.80			
5210	Conference Travel	Aaron Skog	-257.26			
5310	Travel Reimbursement	Aaron Skog	-249.64			
Comcast				10621	06/19/24	<u>764.95</u>
5480	Telecommunications	Comcast - Jun 01, 2024 to Jun 30, 2024	764.95			
Forest Park Public Library				10622	06/19/24	<u>7,957.00</u>
4010	SWAN Full Membership Fees	Forest Park Public Library - Inv. #10993 duplicate pymt	7,957.00			
Klein, Thorpe and Jenkins, Ltd.				10623	06/19/24	<u>1,010.50</u>
5810	Legal	Klein, Thorpe and Jenkins, Ltd. March	235.00			
5810	Legal	Klein, Thorpe and Jenkins, Ltd. - April	423.00			
5810	Legal	Klein, Thorpe and Jenkins, Ltd. - May	352.50			
Lauterbach & Amen, LLP				10624	06/19/24	<u>1,055.00</u>
5820	Accounting	Lauterbach & Amen, LLP - May	1,055.00			

SWAN Library Services

Check Register

All Bank Accounts

June 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Reliance Standard Life Insurance Co. 5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - July	899.01	10625	06/19/24	<u>899.01</u>
Selden Fox 5820	Accounting	Selden Fox - FY23 Audit	7,500.00	10626	06/19/24	<u>7,500.00</u>
Steger-South Chicago Heights 4220	Reimbursement Losses for Resource Sharing	Steger-South Chicago Heights inv #10743 duplicate pymt	210.00	10627	06/19/24	<u>210.00</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices - May	406.29	10628	06/19/24	<u>7,161.79</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. - Curbside Comm - June	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	6,715.50			
Wellness Insurance Network-WIN 5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - June	167.68	10629	06/19/24	<u>167.68</u>
Aaron Skog 5210	Conference Travel	Aaron Skog - hotel & flight Consortia SIG	962.06	10630	06/20/24	<u>1,244.80</u>
5310	Travel Reimbursement	Aaron Skog - bd. mtgs. Sept-May	262.51			
5310	Travel Reimbursement	Aaron Skog - SWAN EXPO 8/23	20.23			
Batavia Public Library 5940	E-Commerce Payment Transactions	Batavia Public Library	478.24	10631	06/20/24	<u>478.24</u>
Berwyn Public Library 5940	E-Commerce Payment Transactions	Berwyn Public Library	17.36	10632	06/20/24	<u>17.36</u>
Bloomington Public Library 5940	E-Commerce Payment Transactions	Bloomington Public Library	17.01	10633	06/20/24	<u>17.01</u>

SWAN Library Services

Check Register

All Bank Accounts

June 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Broadview Public Library District 5940	E-Commerce Payment Transactions	Broadview Public Library District	41.52	10634	06/20/24	<u>41.52</u>
Carol Stream Public Library 5940	E-Commerce Payment Transactions	Carol Stream Public Library	87.11	10635	06/20/24	<u>87.11</u>
Chicago Heights Public Library 5940	E-Commerce Payment Transactions	Chicago Heights Public Library	30.00	10636	06/20/24	<u>30.00</u>
Cicero Public Library 5940	E-Commerce Payment Transactions	Cicero Public Library	41.70	10637	06/20/24	<u>41.70</u>
Crete Public Library District 5940	E-Commerce Payment Transactions	Crete Public Library District	27.37	10638	06/20/24	<u>27.37</u>
Elmwood Park Public Library 5940	E-Commerce Payment Transactions	Elmwood Park Public Library	36.77	10639	06/20/24	<u>36.77</u>
Flossmoor Public Library 5940	E-Commerce Payment Transactions	Flossmoor Public Library	55.21	10640	06/20/24	<u>55.21</u>
Geneva Public Library District 5940	E-Commerce Payment Transactions	Geneva Public Library District	175.23	10641	06/20/24	<u>175.23</u>
Glen Ellyn Public Library 5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	185.64	10642	06/20/24	<u>185.64</u>
Glenside Public Library 5940	E-Commerce Payment Transactions	Glenside Public Library	19.76	10643	06/20/24	<u>19.76</u>
Grande Prairie Public Library 5940	E-Commerce Payment Transactions	Grande Prairie Public Library	9.18	10644	06/20/24	<u>9.18</u>
Green Hills Public Library District 5940	E-Commerce Payment Transactions	Green Hills Public Library District	60.73	10645	06/20/24	<u>60.73</u>

SWAN Library Services

Check Register

All Bank Accounts

June 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Harvey Public Library District 5940	E-Commerce Payment Transactions	Harvey Public Library District	6.57	10646	06/20/24	<u>6.57</u>
Hillside Public Library 5940	E-Commerce Payment Transactions	Hillside Public Library	18.91	10647	06/20/24	<u>18.91</u>
Hinsdale Public Library 5940	E-Commerce Payment Transactions	Hinsdale Public Library	94.43	10648	06/20/24	<u>94.43</u>
Justice Public Library District 5940	E-Commerce Payment Transactions	Justice Public Library District	23.57	10649	06/20/24	<u>23.57</u>
Lansing Public Library 5940	E-Commerce Payment Transactions	Lansing Public Library	28.32	10650	06/20/24	<u>28.32</u>
Markham Public Library 5940	E-Commerce Payment Transactions	Markham Public Library	19.21	10651	06/20/24	<u>19.21</u>
Oak Lawn Public Library 5940	E-Commerce Payment Transactions	Oak Lawn Public Library	43.47	10652	06/20/24	<u>43.47</u>
Oak Park Public Library 5940	E-Commerce Payment Transactions	Oak Park Public Library	464.74	10653	06/20/24	<u>464.74</u>
Park Forest Public Library 5940	E-Commerce Payment Transactions	Park Forest Public Library	18.82	10654	06/20/24	<u>18.82</u>
Prairie Trails Public Library District 5940	E-Commerce Payment Transactions	Prairie Trails Public Library District	66.50	10655	06/20/24	<u>66.50</u>
River Grove Public Library District 5940	E-Commerce Payment Transactions	River Grove Public Library District	9.41	10656	06/20/24	<u>9.41</u>
Roselle Public Library 5940	E-Commerce Payment Transactions	Roselle Public Library	6.55	10657	06/20/24	<u>6.55</u>
St. Charles Public Library District				10658	06/20/24	<u>273.94</u>

SWAN Library Services Check Register

All Bank Accounts
June 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5940	E-Commerce Payment Transactions	St. Charles Public Library District	273.94			
Steger-South Chicago Heights				10659	06/20/24	<u>8.47</u>
5940	E-Commerce Payment Transactions	Steger-South Chicago Heights	8.47			
Town & Country Public Library District				10660	06/20/24	<u>23.57</u>
5940	E-Commerce Payment Transactions	Town & Country Public Library District	23.57			
University Park Public Library District				10661	06/20/24	<u>20.75</u>
5940	E-Commerce Payment Transactions	University Park Public Library District	20.75			
Westmont Public Library				10662	06/20/24	<u>37.12</u>
5940	E-Commerce Payment Transactions	Westmont Public Library	37.12			
William Leonard Public Library District				10663	06/20/24	<u>86.81</u>
5940	E-Commerce Payment Transactions	William Leonard Public Library District	86.81			
Woodridge Public Library				10664	06/20/24	<u>35.11</u>
5940	E-Commerce Payment Transactions	Woodridge Public Library	35.11			
First Bankcard				10665	06/15/24	<u>11,625.44</u>
5420	Application Software Licensing	First Bankcard - LastPass	1,407.60			
5480	Telecommunications	First Bankcard - Grasshopper	48.93			
5510	Office Supplies	First Bankcard - Credit for amazon return	-51.94			
5330	Library Professional Development	First Bankcard - ICS learning group	442.75			
5420	Application Software Licensing	First Bankcard - O365 annual renewal	3,096.00			
5480	Telecommunications	First Bankcard - Microsoft calling plan	288.00			
5470	Subscription Support Services	First Bankcard - Sendgrid	289.00			
5430	Server Software Licensing	First Bankcard - DNS Made Easy	58.08			
5430	Server Software Licensing	First Bankcard - Microsoft	8.91			
5430	Server Software Licensing	First Bankcard - Microsoft	71.00			
5430	Server Software Licensing	First Bankcard - Microsoft	35.50			
5430	Server Software Licensing	First Bankcard - Microsoft	109.80			

SWAN Library Services

Check Register

All Bank Accounts

June 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5430	Server Software Licensing	First Bankcard - Microsoft Azure	5,767.81			
5420	Application Software Licensing	First Bankcard - Mailchimp	54.00			
Reliance Standard Life Insurance Co.				10666	06/03/24	<u>952.69</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - June	952.69			
Nicor Gas				10667	06/27/24	<u>54.45</u>
5120	Utilities	Nicor Gas - 05/14/24 - 06/14/24	54.45			
LIMRiCC				10668	06/27/24	<u>18,751.13</u>
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - June	18,751.13			
HR Source				10669	06/27/24	<u>1,000.00</u>
5230	Staff Professional Development	HR Source - Supervisory on-site - virtual	1,000.00			
T.A. Systems Inc.				10670	06/27/24	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. - May	260.00			
Quail Ridge Drive Investors, LLC				10671	06/28/24	<u>10,187.75</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - July	10,187.75			
Library Pass, Inc.				10672	06/28/24	<u>3,579.10</u>
5490	Group Purchases - Services	Library Pass, Inc. - SCD	3,579.10			
					Check List Total	<u><u>76,950.39</u></u>

SWAN BOARD MEETING MINUTES

June 21, 2024, 9:30 a.m.
Midlothian Public Library
14701 South Kenton Avenue
Midlothian, IL 60445-2575

1. Call to Order, Roll Call

President Cottrill called the meeting to order at 9:31 a.m. The following Board members were present to establish a quorum.

- a. Jesse Blazek
- b. Jennifer Cottrill
- c. Tim Jarzemsky
- d. Dorothy Koll

2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director
Ginny Blake, SWAN Business Manager
Scott Brandwein, SWAN Assistant Director
Zach Musil, Tinley Park Public Library Director

There was no public comment.

3. Action Item

Acceptance of the June 21, 2024, SWAN Board Meeting Agenda

Blazek moved, seconded by Koll that it be

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

Motion carried by unanimous voice vote.

4. Action Item

Acceptance of the SWAN Financials, May 2024

Jarzemsky moved, seconded by Blazek that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR MAY 1, 2024, THROUGH MAY 31, 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: Blazek, Cottrill, Jarzemsky, Koll

5. Action Item

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

Koll moved, seconded by Jarzemsky that it be

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

Motion carried by unanimous voice vote.

6. Action Item

Acceptance of the May 17, 2024, SWAN Environmental Scan Task Force Meeting Minutes

Blazek moved, seconded by Koll that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY2024, SWAN ENVIRONMENTAL
SCAN TASK FORCE MEETING MINUTES

Motion carried by unanimous voice vote.

7. Reports

a. Board President Report

Cottrill reviewed the self-evaluation process for Skog. A thank you to Tim Jarzemsky and Dorothy Koll for their part on the SWAN Board.

b. Executive Director Report

Skog informed the board the termination of Laurie Casiano, SWAN Network Administrator, and the resignation of Claudia Nickson, Bibliographic Consultant. SWAN plans to replace Claudia's position now and in the fall for Laurie. Skog gave a brief update on the Expo sessions. The SWAN EBSCO new group deal fell short but will move forward with the RAILS EBSCO flagship package with 50 member libraries. Discussion ensued about Aspen Discovery accessibility and the cost of an official VPAT.

Operations Report

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

c. Treasurers Report

None

d. Board Calendar

The FY25 board meeting locations will be discussed at the July board meeting.

8. Action item

Cancel the scheduled August 16, 2024 board meeting

The board approved the cancellation of an August board meeting.

Motion carried by unanimous voice vote

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

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Jesse Blazek
Board Secretary

SWAN Board Environmental Scan Task Force Minutes

June 21, 2024

Midlothian Public Library

Call to Order, Roll Call

The meeting was called to order at 10:47 a.m.

Present: Jesse Blazek, Jennifer Cottrill, Aaron Skog

Absent: Anna Wassenaar

Introduction of Visitors/Public Comment

None.

Discussion—Task force survey for library systems & consortia

The draft survey was reviewed and additional question wording were selected. The use of Microsoft Forms allows for additional work in between meetings.

Our timeline for upcoming work is the following:

- September 2024: customer interviews
- October & November 2024: vendor interviews
- December Quarterly: presentation by SirsiDynix

Next Steps

The survey/webform will be created for the task force to send to the list of library consortia.

Adjournment

The meeting adjourned at 11:04 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

July 19, 2024

Personnel changes

Our search to fill the Bibliographic Services Consultant position has begun. You can see the job posting on RAILS or our [careers page](#). We will begin our search for a Network Administrator in September after Expo.

Expo 2024

The Expo sessions are now posted with full descriptions. We will be send out a reminder email via SWANcom and a newsletter with details and to encourage registration a month away from the deadline of August 16th.

Update on Activities

EBSCO group-purchase

We have 50 libraries participating in the RAILS EBSCO flagship package and invoices will be sent out directly from SWAN to those participating libraries for the full year subscription. EBSCO agreed to an additional 25% off of the RAILS listed price for our 50 libraries. We have not been invoiced by RAILS yet for the group but expect it will be soon after EBSCO requests RAILS payment.

RAILS Consortia Committee

The group met on Monday, July 15th with a lite agenda, but there was some positive movement on having LLSAPs provide RAILS delivery data in lieu of quarterly hand counting of bins. RAILS is studying the weekly delivery bin output for 15 libraries and is nearly half through the analysis. The goal is to better understand if some delivery items in bins would not be reflected in data provided by the LLSAPs. One of the libraries in the study was St Charles Public Library District, and it was found that around 912 items of 6,700 sent via delivery were from nearby standalone libraries. These library patrons have adapted to returning items for those libraries at St Charles.

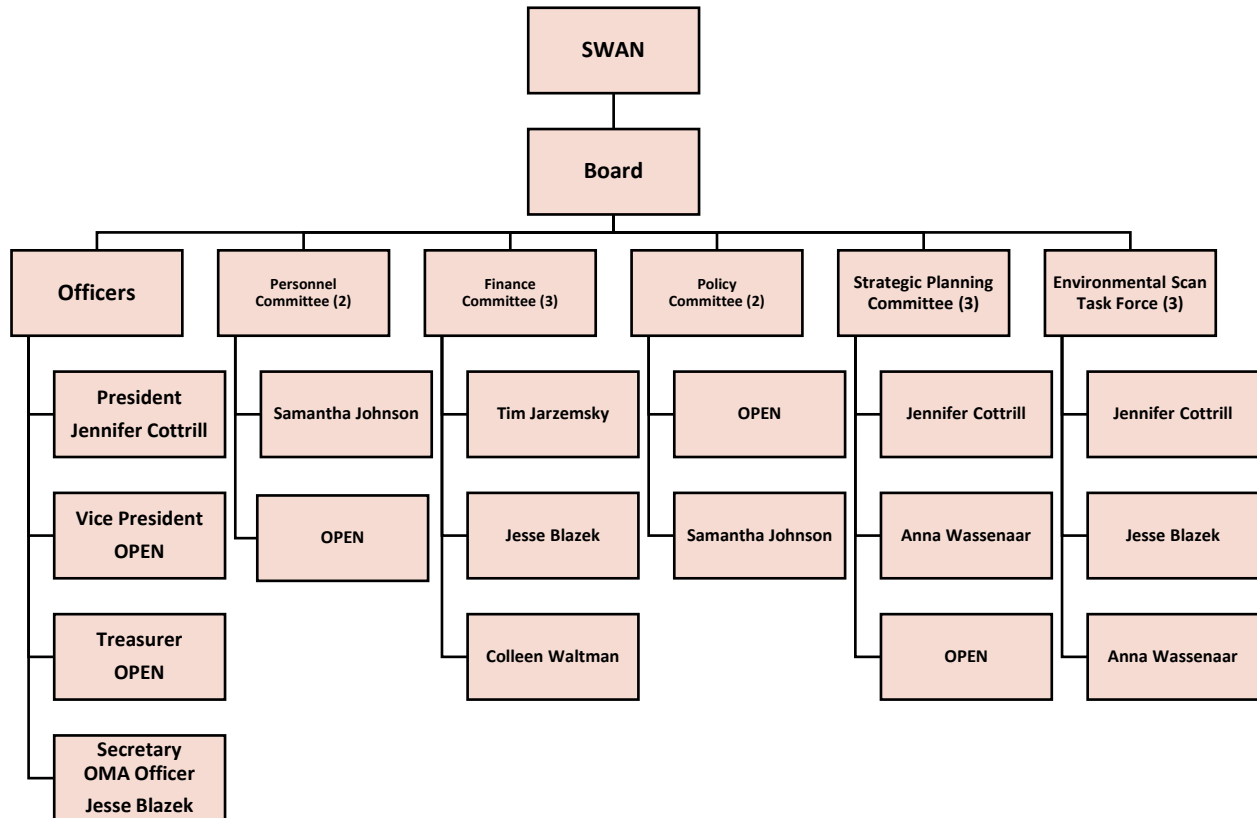
Additional work by CCS staff studied the delivery counts for the 4th quarter of 2023 and has found its accuracy of ILS data to be nearly identical to the counts. In fact, it was discovered that the ILS data was more accurate for that period, as one CCS member library neglected to complete its hand counts.

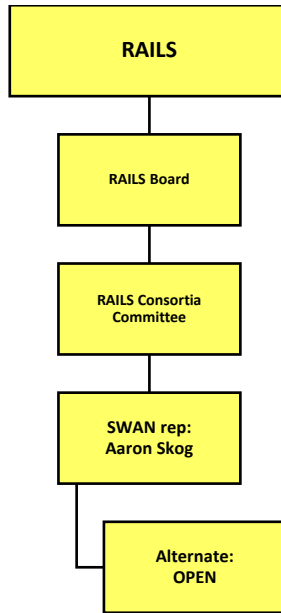
The next steps will be to have RAILS complete its study, and then have the committee discuss the next period for delivery hand counts to coincide with a data study.

Board Considerations

Officers

The SWAN Board will need to select its officers for the next 12 months. This process traditionally has been to build a slate of those interested in the officer positions and vote representatives for those positions. The selection of representatives for SWAN Board committees and the RAILS Consortia Committee are also appointed at the July SWAN Board meeting.





RAILS Consortia Committee

Hosting location for upcoming SWAN Board meetings

The meeting locations for July 2024 through June 2025 are not set. I have included a list of meeting dates for approval, and board members should be prepared to host for the upcoming 12 months. Typically, the board member hosts two months in a row.

Recommendation on financial auditor

We issued an RFP for financial auditors. The auditors we contacted directly were 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 recommend SWAN sign an engagement letter with Lauterbach & Amen based on the quoted price and the positive experience we had with the firm in 2018 and 2019. I spoke with Lauterbach Partner Jamie Wilkie about the possibility of conflict with the accounting team and audit teams, and she conferred with Lauterbach Partner Wes Levy and received assurance there would no be any within SWAN’s current arrangement.

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	Received	\$10,000	\$10,500
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		

Monthly Financial Report

June Balance Sheet

The Fund Balance Unrestricted line for June 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 100% 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 June 2024	Percentage of budget YTD 100%
Total Revenue	\$4,236,587.00	\$4,297,190.68	101%
Total Expenses	\$4,211,277.00	\$3,872,169.41	92%
Over / (Under)	\$25,310.00	\$425,021.27	

Accounts Receivable

4010 - SWAN Full Membership Fees: 4th quarter invoices were sent out in April 2024, reflecting 100.66% revenue.

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

4190 – Member Group Purchase Receipts: 110.83%

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%

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

4510 – Interest Income: 406.50%

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

Accounts Payable

5000 – Salaries & Wages: 93.87%

This line concluded the year under budget.

5021 – FICA Expense: 90.72%

This line concluded the year under budget.

5023 – Worker's Compensation: 109.07%

The insurance was paid for the full year in September.

5024 – Retirement Benefits: 89.67%

This line concluded the year under budget.

5110 – Rent/Lease: 112.07%

This expense line will likely be adjusted during the financial audit due to the July rent payment being included.

5130—Property Insurance: 98.77%

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

5230—Staff Professional Development: 211.02%

The recent completed staff retreat with HR Source CliftonStrengths expenses have overspent this budget line. Other expenses for staff attendance at AspenCon, COSUGI, and ALA conferences are reflected in this budget line. We are seeing a renewal of in-person conferences and should plan our next budget to reflect the prior FY22 amount of \$8,800.

5420 – Application Software Licensing: 112.58%

Expenses include Asana project management subscription, Mailchimp monthly, Adobe Creative Cloud, and desktop security with Panda. I will need to study why the expenses were higher this year than expected.

5430 – Server Software Licensing: 203.35%

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 based on GASB rule 76, 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 based on GASB rule 76, 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: 2,594.42%

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 and the expense is recorded in this line (and the library is billed for the expense).

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: 92.69%

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 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: June 2024

Summary

Membership engagement activities and statistics are reported through the month-end of June 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 June 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
6/4/2024	Student Cards Consultation (WRS)	Administration; Information Technology & System Support	Consultation
6/5/2024	Student Cards Consultation (MDS)	Administration; Information Technology & System Support	Consultation
6/5/2024	ILL Users	Administration	Membership Meeting
6/6/2024	SWAN Quarterly Meeting	All	Governance
6/13/2024	Student Cards Consultation (DGS)	Administration; Information Technology & System Support	Consultation
6/17/2024	Directors Coffee Hour	Administration	Consultation
6/18/2024	Acquisitions Office Hours	Bibliographic Services	Consultation
6/20/2024	ILL/Circ/Quarterly Billing Office Hours	Administration; Information Technology & System Support	Consultation
6/21/2024	SWAN Board Meeting	Administration	Governance
6/25/2024	SWAN Fireside Chat	All	Membership Meeting
6/26/2024	Circulation Users	All	Membership Meeting
6/27/2024	E-Resource Advisory	User Experience	Membership Meeting
6/27/2024	General Consultation (HDS)	Administration; Information Technology & System Support	Consultation
6/28/2024	BLUEcloud Analytics Consultation (ROS)	Information Technology & System Support	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.

ILL Users (6/5/2024)

ILL Users hosted a small but meaningful discussion of various topics including experience with and how to encourage reluctant lenders, deflection policies for non-US loan requests, and SWAN's new ILL audit procedures. We also put out a request for questions to guide ILL and copyright-related sessions at August's SWAN Expo.

Circulation Users (6/26/2024)

Co-chairs Peggy Tomzik and Victoria Muraiti presented on circulation best practices and materials we are creating to better communicate these practices to the membership. We promoted our ILL audits and again asked for questions for our copyright session during SWAN Expo. Finally, attendees had discussions of Library Card Sign-Up Month ideas and how to handle claims returned items.

e-Resource Advisory (6/27/2024)

E-Resource Advisory met on June 27. Discussion surrounding the statewide database deal, group purchases/discounts, topics and goals for 2024, and we reviewed the Palace Project, Hoopla flex, and an offer from Gale for another database package.

Major Projects & Research

Aspen Discovery

Aspen release 24.06 included a new option for a carousel display for browse categories that also provides a better user experience for those using a keyboard or assistive devices to navigate the catalog. This release also included some bug fixes for both Aspen Discovery and Aspen LiDA and improved diagnostic tools for SWAN staff to troubleshoot record grouping issues.

We are still waiting on development to use the Symphony Web Services APIs for the app self check function.

Olivia recently added new sideload options for Creativebug and TumbleBooks, and several libraries have added these resources to the catalog. Sideloaded is a process to add MARC records for e-resources directly to the catalog, so they are discoverable to patrons.

Ticketing System Migration

The Management Team has submitted our initial configuration requirements to the HaloITSM team and will soon meet with contracted configuration consultants to build out our instance according to those specifications. The kickoff meeting for this phase of the project is on July 17th.

Symphony 4.1 Upgrade

Unfortunately, the 4.1 upgrade had to be aborted during the early hours of June 18. Shortly after midnight, the installation script did not appear to be progressing. Ahren Sievers worked with Tony, the installer from SirsiDynix and decided to let the script run a bit longer to see if it began to respond.

Shortly after 4AM, it was clear that the installation had hung. After conferring with Ian Nosek, the decision was to scrap the upgrade and restore the backup taken just prior to the upgrade attempt. The restored Symphony 3.7.1 server was up and running around 5:45AM and the membership was notified of the situation around 6AM. Our regularly scheduled overnight processing reports began running once the server was restored, which caused a delay in the reports queue, with our report schedule catching up just after 11AM. Fortunately, it appeared that most libraries were planning on installing the WorkFlows 4.1 staff client that morning, as only a couple of libraries reached out regarding rolling back the client.

We also followed up with SirsiDynix to investigate the cause of the installation failure, which had run without incident on our Test server a few weeks prior. The following week, SD support reached out to let us know that they took the opportunity to streamline their installation script to be more efficient. Installation on our Test server went smoothly on July 8 and we have the Production upgrade scheduled for the evening of Wednesday, July 17, with staff going live on Thursday, July 18th.

Group Purchases

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

The Illinois State Library has not made an official announcement on the E-Resource Program, but we know they have been collecting library IP information to set up authentication for databases. Olivia has been in touch with both EBSCO and the State Library. The State Library will handle the delivery of the links for the set of databases chosen by the state, and EBSCO has assured us that nothing additional has to be done for the links to pick up OpenAthens as the preferred method for remote authentication. All SWAN members are set up for OpenAthens.

The SWAN EBSCO database group purchase did not move forward; Olivia coordinated with RAILS for our member libraries' individual database selections and selections through the RAILS Flagship package, includes Consumer Reports and NoveList Plus/NoveList K-8 Plus and a selection of 6 additional databases/products.

The price for this package was primarily based on population and EBSCO offered an additional 25% discount since we had at least 50 libraries participating. Libraries had transparent pricing for the first time, and this is something that moving forward, we would like to continually see from EBSCO and other vendors.

A huge thanks to the libraries that were able to swiftly submit their selections, as the turnaround was very fast. For those libraries that missed the deadline, Olivia is working with RAILS and EBSCO to

investigate options to opt into the RAILS Flagship package or purchase individual databases with the RAILS discount.

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
6/6/2024	Aspen Gathering	All	Partnerships
6/13/2024	Aspen Discovery Consultation (CLEVENET)	Administration; User Experience	Partnerships
6/18/2024	Aspen for Symphony Users	User Experience	Partnerships
6/18/2024	Aspen Governance Meeting	Administration; User Experience	Partnerships
6/26/2024	SirsiDynix Sure Sailing	All	Partnerships

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Outage tracking

No unscheduled outages occurred in June '24.

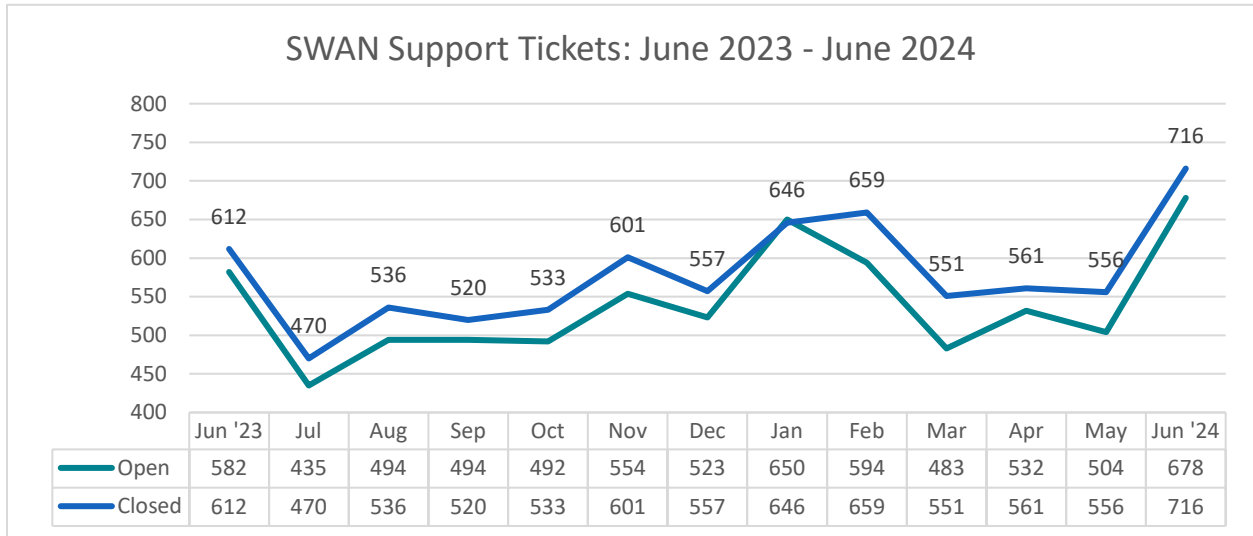
System Maintenance & Outage Calendar

Aspen Test Release	Fri 5/3/2024	Sat 5/4/2024	Aspen
VPN Instability - VNET Peering	Tue 5/7/2024	Tue 5/7/2024	Outage, IT
Aspen Production Release	Wed 5/15/2024	Thu 5/16/2024	Aspen
TEST - Web Services 6.4.1 Upgrade	Tue 5/21/2024	Tue 5/21/2024	SirsiDynix
Aspen Test Release	Fri 6/7/2024	Sat 6/8/2024	Aspen
Production - Upgrade 4.1.0	Mon 6/17/2024	Tue 6/18/2024	SirsiDynix
Aspen Production Release	Wed 6/26/2024	Thu 6/27/2024	Aspen
Aspen Test Release	Fri 7/5/2024	Sat 7/6/2024	Aspen
Symphony 4.1 Test Upgrade Take 2	Thu 7/11/2024	Fri 7/12/2024	SirsiDynix
Aspen Production Release	Wed 7/17/2024	Thu 7/18/2024	Aspen
Symphony 4.1 Production Upgrade Take 2	Wed 7/17/2024	Thu 7/18/2024	SirsiDynix

Support Tickets

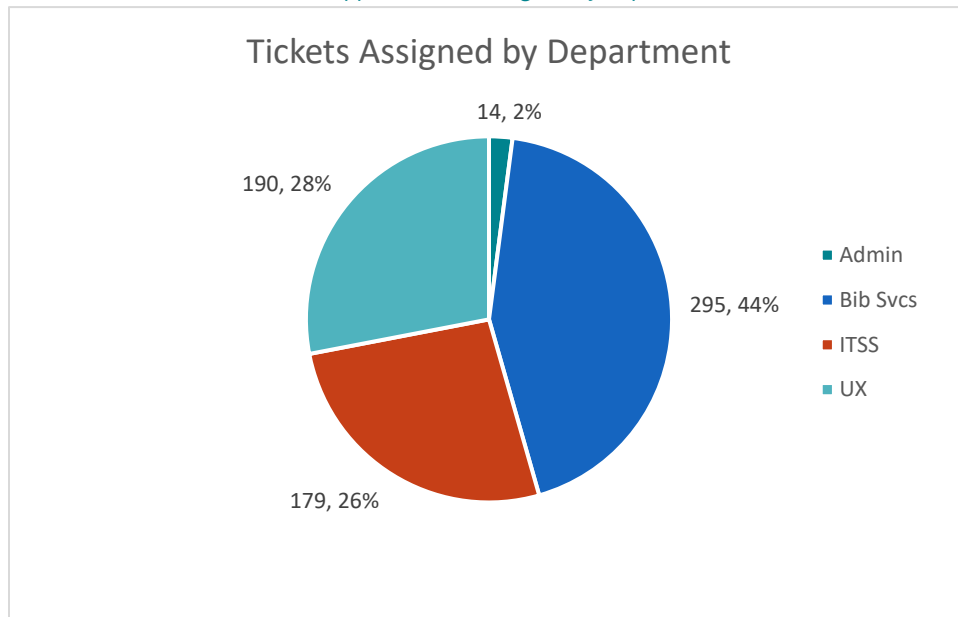
SWAN support staff continue to maintain an excellent monthly open/closed ticket ratio.

SWAN Support Tickets Opened/Closed in Past 12 Months



Data labels reflect tickets closed each month.

SWAN Support Tickets Assigned by Department



Support Site

SWAN staff are currently reviewing our documentation around reports, statistics, and quarterly billing, which will wrap up at the end of the month.

We have also made several updates to the search feature in the support site, including:

- Search synonyms (i.e. a search for “libby” will also return results for “overdrive”)
- Boosting for more recent dates for news and events
- Tweaks to generally improve keyword relevancy
- Google-like search result limits by type (trainings, issues, news, etc.)

Training Modules & Recordings

Learning Management System (SWAN Online Learning)

In June we added 16 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 completed one full year of the Circulation Mentor Program, with three sets of mentor/mentee participants. Crystal Vela is in the process of completing a feedback survey with the participants and planning improvements for the next year. Five additional pairs of mentors and mentees are currently in the program.

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 Sugar Grove, Thomas Ford, Thornton, Tinley Park, University Park, Villa Park, and Warrenville.

Staff Development

American Library Association Conference

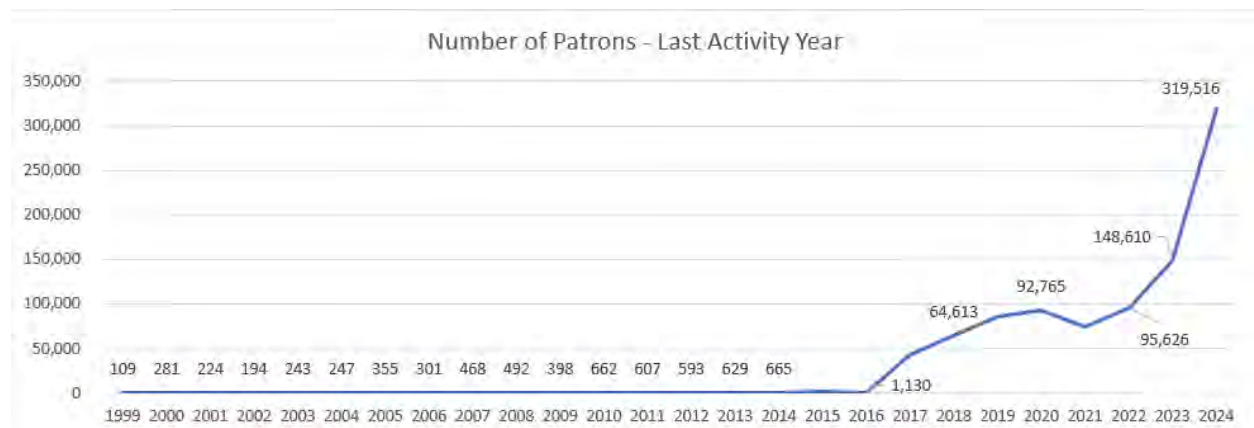
Cynthia Romanowski attended the ALA Annual Conference in San Diego, California. Many of the sessions she attended were centered around libraries and GenAI. Libraries of all types were concerned with reliability, trustworthiness, ethics, and if AI was going to take over library jobs. Panelists at these sessions all stated that AI was not going to take over jobs because libraries needed to oversee the results that AI produced to ensure the accuracy of the information and if the information came from a trustworthy source. Additional sessions attended were on MARC to BIBFRAME information and the work being done on this transition, mental health and libraries, and intellectual freedom and information literacy.

Maintenance

Automatic Monthly Patron Record Removal

In June, we purged 4,760 inactive patrons from the database.

So far in 2024, there have been 338,838 patrons active in SWAN. Coupled with 2023 last-active users (140,276) this represents 52% of the total patron database. Since January 1, 2020, 79% 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 7/1/2014 regardless of outstanding bills.

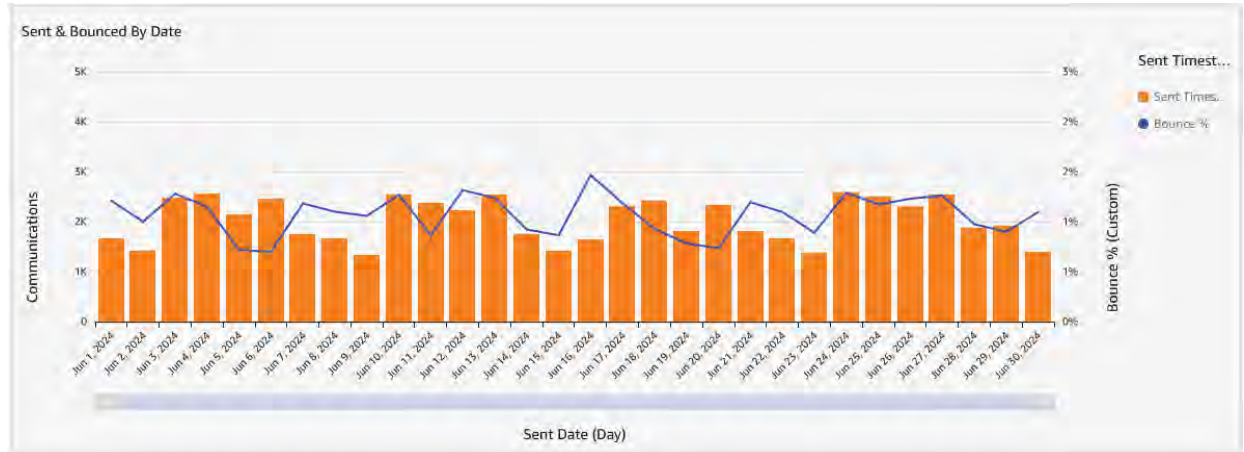


MessageBee Statistics

SMS notifications

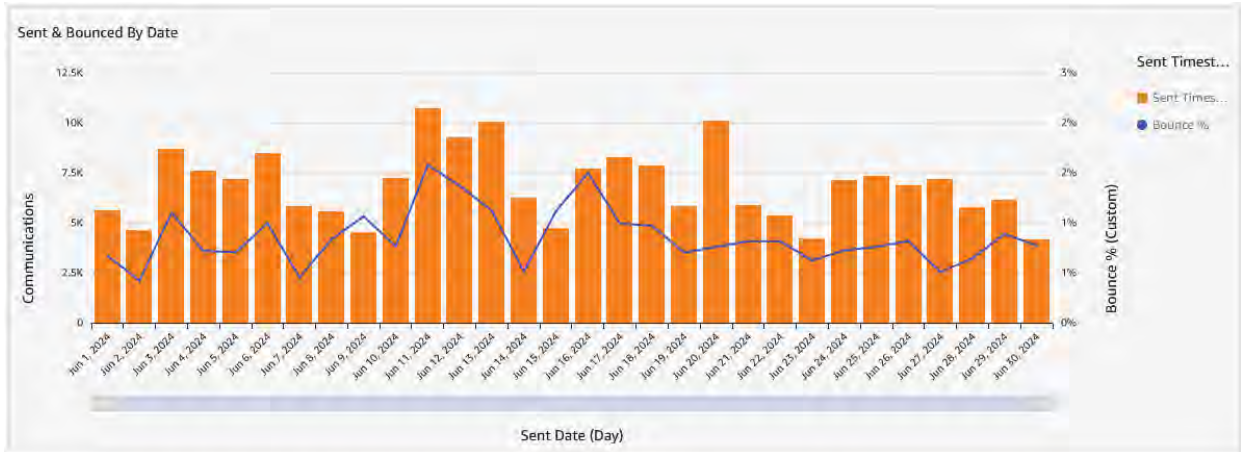
Month, Yr	SMS Sent	Success Count	Success Rate	Failed Count	Failure Rate
October, 2023	57,152	56,553	98.95%	599	1.05%

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%
June, 2024	60,479	59,835	98.94%	644	1.06%



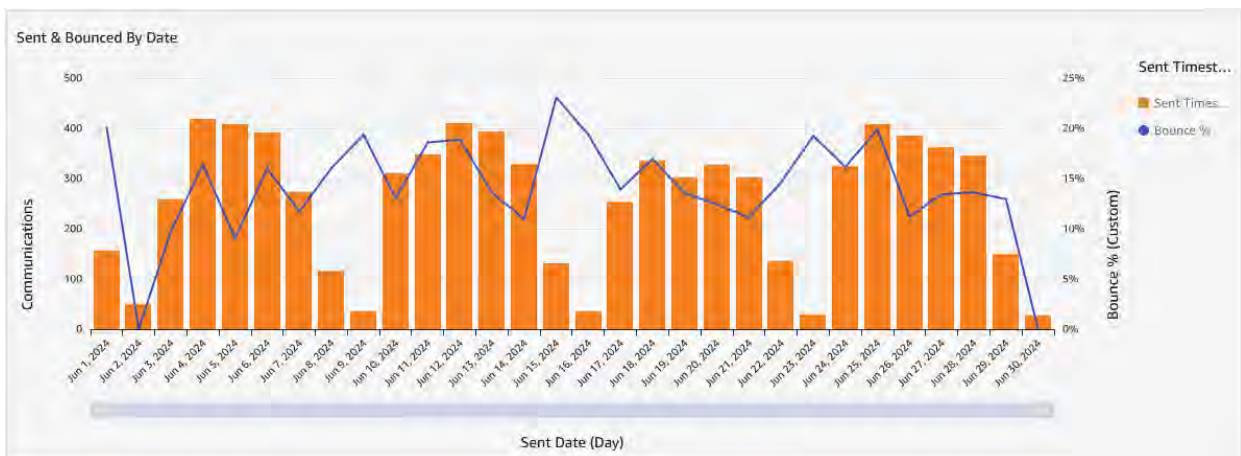
Email notifications

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%
June, 2024	178,488	176,976	99.15%	1,512	0.85%



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%
June, 2024	7,185	6,843	95.24%	342	4.76%



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

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
Jun '24	83,855	82,001	98.95% (81,140)	200	6	40	1,492	1,672	142

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	99							
Copy 2024	2072	1936	1633	1967	1727	1630							

Items Added in 2024

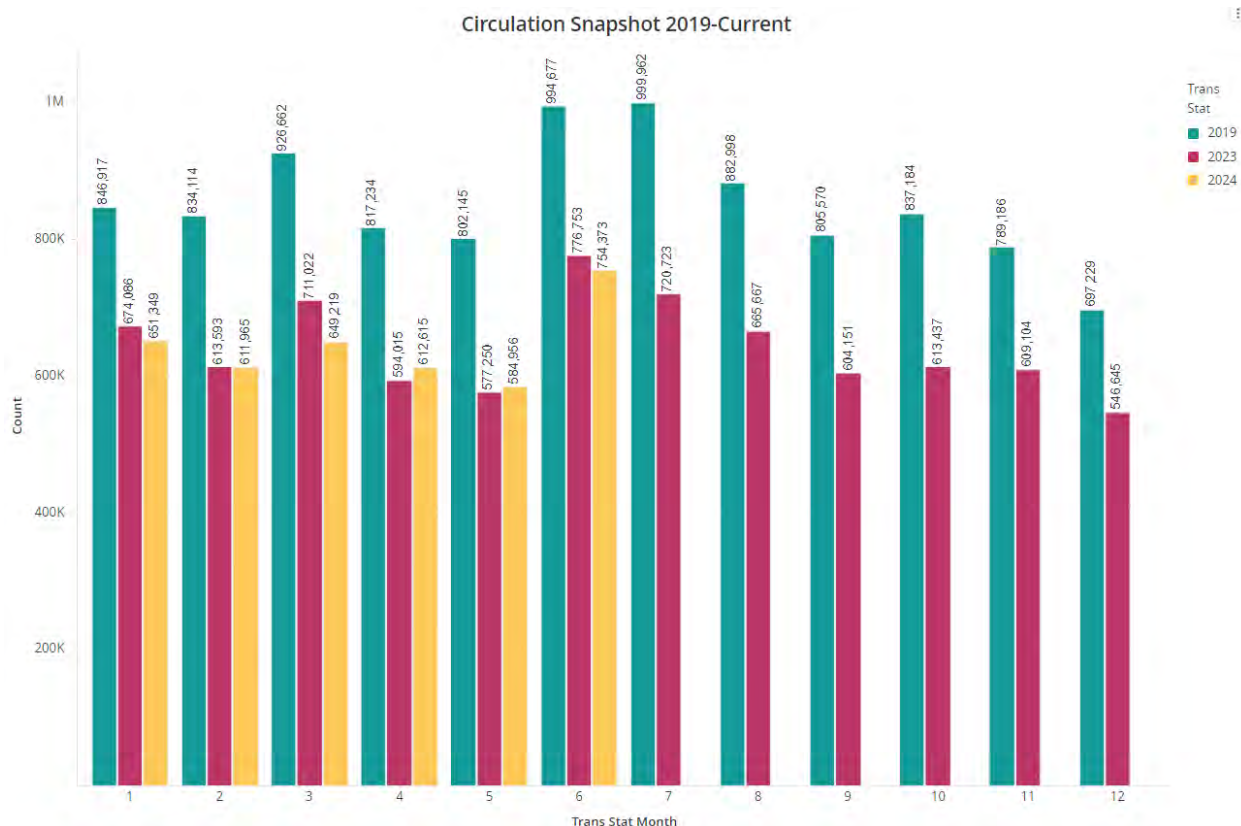
In the first half of 2024, our libraries have added 32,642 new titles to our database and a total of 294,592 item records.

Circulation

Monthly total comparison since 2019

In June, we had 754,373 systemwide circulations, reflecting an expected jump from May.

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



SWAN staff are still 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 42,759 in June, with 197,174 combined total holds placed. There was a 9% increase in holds placed between May and June, compared to a 31% increase in circulation in the same time period. 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 105,726 in June, or 15% of total checkouts. This is a couple of percentage points lower than the months prior, which is common for June statistics, likely due to the number of patrons coming into the building (also reflected in the relative low jump in holds placed compared to total circulation.)

Reciprocal borrowing between SWAN libraries totaled another 15% at 87,447 checkouts. Non-SWAN reciprocal borrowing included 19,602 checkouts, and non-SWAN ILL totaled 3,342, so overall, all circulation to non-SWAN patrons accounts for 3.2% of all transactions in June.

OCCL Worldwide Resource Sharing

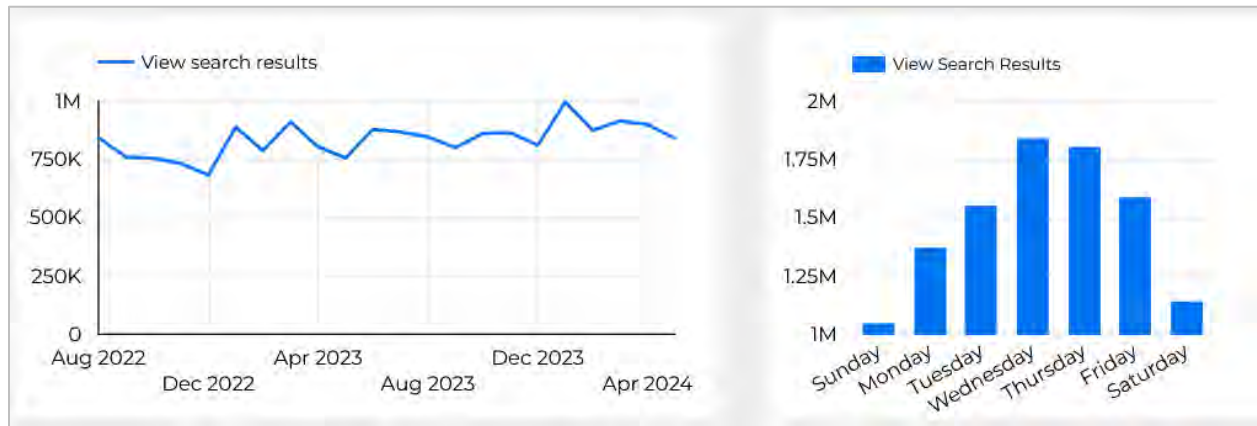
Our combined OCLC interlibrary loan statistics show that SWAN was again a net lender in May. This month, we lent 2,752 items and 9 copies and borrowed 1,289 items and 33 copies. SWAN loaned 2.1 items for each item borrowed.

Online Public Catalog - Aspen

Top 25 Searches in Aspen (June 2024)

- | | | |
|--------------------------------------|-----------------------|---------------------|
| 1. the women | 9. taylor swift | 18. funny story |
| 2. pokemon | 10. dog man | 19. nintendo switch |
| 3. colleen hoover | 11. summer | 20. swan song |
| 4. freida mcfadden | 12. minecraft | 21. stephen king |
| 5. emily henry | 13. the housemaid | 22. the outsiders |
| 6. kristin hannah | 14. eruption | 23. movies |
| 7. lincoln book
nominee list 2024 | 15. harry potter | 24. dvd |
| 8. james patterson | 16. bluey | 25. it ends with us |
| | 17. library of things | |

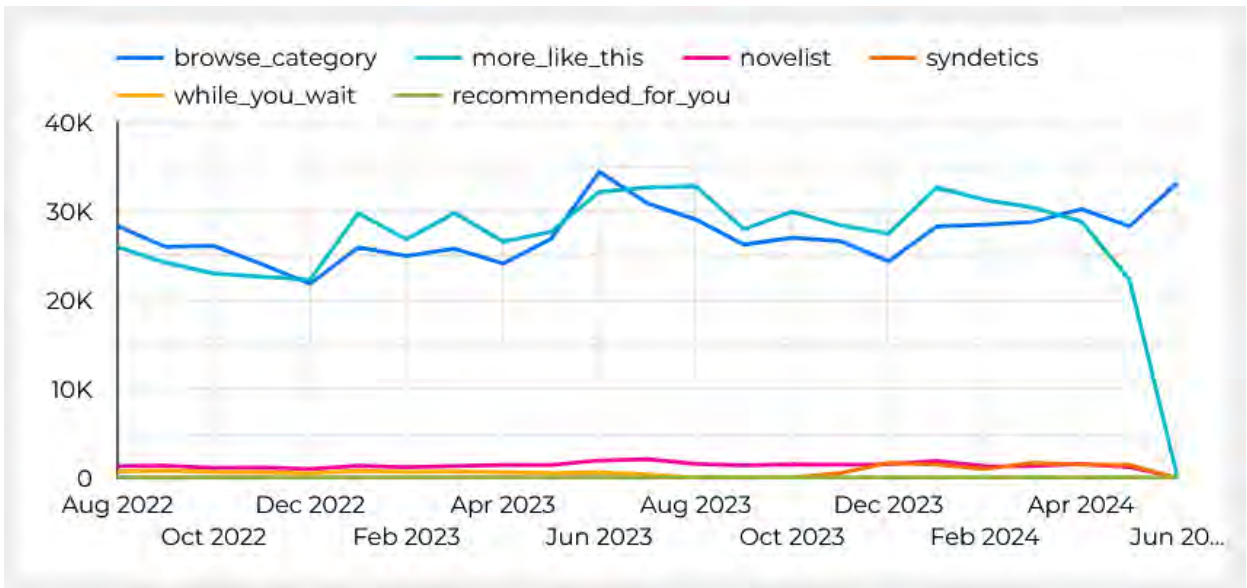
Results Pageviews in Aspen



Usage of Recommendations

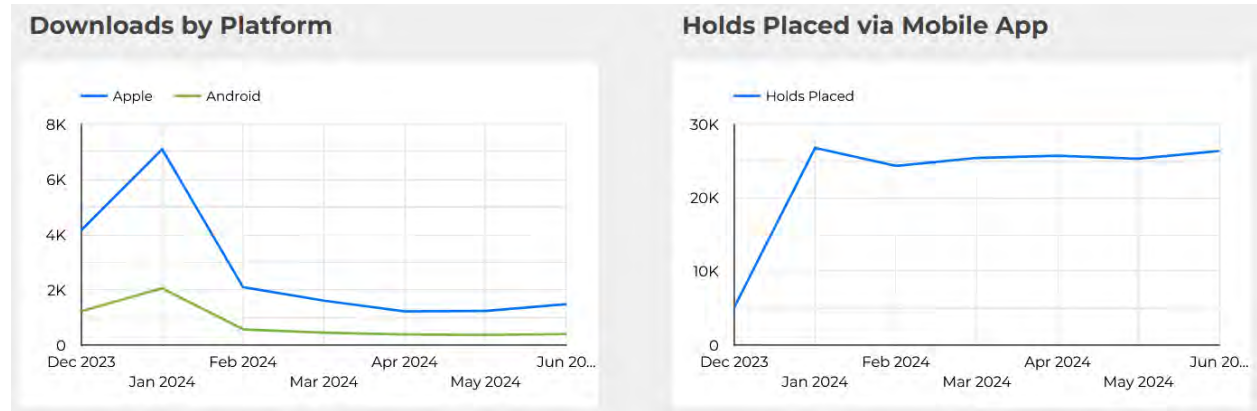
Browse categories appear on the home page and they are generated by library staff (A). “More Like This” are auto-generated by Syndetics and appear on a grouped work or record detail page (B) – removed June 2024 and replaced with the new Novelist Select display. “While You Wait” are auto-generated by 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.

The screenshot shows the Thomas Ford Memorial Library website. At the top, there is a navigation bar with 'English' and 'Español' options, a search bar, and a 'Sign in' button. Below the search bar are several category buttons: 'New York Times Bestsellers', 'Staff Recommendations', 'DVD', 'Picks for Kids', and 'Youth Award Nominees'. A blue circle 'A' is placed over the 'Youth Award Nominees' button. Below these buttons are tabs for 'Fiction Best Sellers', 'Nonfiction Best Sellers', and 'Young Adult Bestsellers'. The main content area displays a grid of book covers under the heading 'New York Times Bestsellers » Fiction Best Sellers'. A blue circle 'B' is placed over the 'More Like This' section, which shows a carousel of book covers. Below that, a 'Hold Placed Successfully' pop-up window is visible, containing a success message and a 'While You Wait' section with three book covers. A blue circle 'C' is placed over the success message. The pop-up also has a 'Close' button at the bottom right.



SWAN Libraries + App – Aspen LiDA

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



SWAN 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

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
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.
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).



Lauterbach & Amen, LLP

CERTIFIED PUBLIC ACCOUNTANTS

DUE DATE:

July 15, 2024

SERVICE PROPOSAL AUDIT SERVICES

PREPARED FOR:

FOR THE YEARS ENDING:

June 30, 2024 and 2025



SWAN
LIBRARY SERVICES

SUBMITTED BY:

Ronald J. Amen, Partner
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Naperville, Illinois 60563
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July 15,2024

System Wide Automated Network (SWAN)
800 Quail Ridge Drive
Westmont, IL 60559

Lauterbach & Amen, LLP (L&A) is pleased to respond to your request to provide auditing services to the System Wide Automated Network (SWAN).

Enclosed in this proposal are details about our practice, our people and our reputation for quality service, as well as an outline of our audit approach and scope of the audit process. L&A is a Firm nearly entirely specialized in the governmental sector, allowing us to provide an unrivaled commitment to exceeding your expectations with regards to quality service, government specific expertise, and timing and approach of the audit process. Our 13 partners share a combined 250+ years of exclusive government experience, with past experience in nonprofit, tax and commercial clients. Their years of experience in the governmental sector will directly benefit the SWAN. L&A possesses the resources and drive to continually exceed your expectations.

At L&A our mission is to provide accounting, compilation, assurance, and consulting services to governments in the spirit of excellence and altruism. As a Firm, we are committed to adhering to stringent moral standards in addition to the legally imposed professional standards and guidelines, priding ourselves in our flexible attitude towards accommodating our clients, and continually striving to be an elite personal client service Firm. L&A will attain the highest quality employees who share our core values and capacities in order to continue to service our clients at the level at which they are accustomed. Our staff utilizes their expertise to educate clients, with the anticipation that it will lead to accurate solutions to challenges that may arise in the daily course of financial activities. Our goal is to maintain personalized relationships with our current clients, while continuing to acquire new clients with the hopes of creating equally valuable bonds. At L&A we continually strive to distinguish ourselves from other service firms by emphasizing our core values:

RESPECT

Our firm respects the ideas, contributions, and hard work of our valued clients and team members, fostering an exceptional professional environment.

- L&A provides thoughtful responses to client questions and needs, striving for personalized relationships.
- L&A understands clients' limited time and efficiently plans and conducts audits to ensure quality results.
- L&A accommodates client scheduling needs related to the audit process, meeting or beating deadlines.
- L&A communicates with management throughout the year, including reviewing engagement progress and presenting audit results.
- L&A dedicates the right resources so we can listen, customize our audits, and meet professional expectations.

BALANCE

Our leadership believes in the importance of work-life balance. We believe our team is best equipped to deliver outstanding service to our clients when they embrace a healthy, sustainable, balanced lifestyle.

- L&A cultivates an environment with high communication between team members and leadership, listening and responding to our team.
- L&A embraces a give-back culture shared by our charitable team. We promote volunteering time, resources and talents to deserving nonprofits through fundraisers, donation drives, and more.
- L&A maintains a generous, holistic employment package recognizing that a well-balanced team provides the best client service.



TEAMWORK

We know that collaboration is the key to success. We foster an environment that encourages teamwork to ensure our clients experience the best service.

- L&A maintains a highly professional team, with extensive local government knowledge. We broaden their knowledge through in-house training, involvement in local government organizations, and formal Continuing Professional Education.
- L&A maintains a program of continuity for multi-year engagements, including minimal audit team rotation to ensure a productive and efficient audit team year over year.
- L&A identifies and communicates opportunities for improved, more efficient financial or procedural operations, recognizing the audit as a team effort.
- L&A continually educates clients and team members on new pronouncements, financial statements, accounting and finance efficiencies, best practices, and complex compliance requirements. We believe a well-educated team is the best approach.

PASSION

We are proud that every member of our team truly believes in the services we provide and the value they bring to our clients.

- L&A provides audit and financial services to over 600 local governments and pension services to over 600 public pension funds annually.
- L&A possesses exclusive local government expertise, evidenced by our exemplary client retention rate for the Certificate of Achievement for Excellence in Financial Reporting. Our passion lands us among the top ten GFOA national firms.
- L&A strives to continually lead the governmental accounting industry, assisting clients in implementing complex new compliance requirements through one-on-one help and extensive training.
- L&A customizes our audit approach focusing on significant client risks, leveraging our government expertise and knowledge of complex issues.
- L&A has formed alliances with industry service providers in HR, tax, IT and legal to provide the highest service levels to clients, within audit independence standards.

L&A currently provides accounting services to SWAN and we are thrilled to have the opportunity to expand upon our current service offering. We are committed to providing SWAN with quality service and commit to perform the work within the established time period. We believe we have talented people and the appropriate experience to provide you with a quality audit at a fair and competitive price. The Partners that are signing this proposal are entitled to represent the Firm, empowered to submit the proposal and authorized to sign a contract with SWAN. This proposal is a firm and irrevocable offer for 60 days. If you have any questions about this proposal or need to discuss these matters further, please contact us. We look forward to your reply.

Respectfully Submitted,

Ronald J. Amen
Partner
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630.393.1483

Jamie L. Wilkey
Partner
jwilkey@lauterbachamen.com
630.393.1483



FIRM PROFILE

Lauterbach & Amen, LLP (L&A) provides clients with unparalleled service from an experienced team of knowledgeable professionals who double as valuable management resources.

L&A is based in the Chicagoland area, with clients based in nearly all 50 states. Founded in 1997 by Sherry Lauterbach and Ron Amen, L&A provides clients with accurate, timely and personalized services that combine large-firm capabilities with small-firm values. Through the years, our services have evolved to meet the growing demands of our clients in the governmental, nonprofit and private sectors.

OUR SERVICES



Audit Services



Actuarial Services



Client Accounting & Advisory Services



Pension Administration Services



Tax Services

OUR TEAM

13 Partners
50+ Managers
140+ Staff



OUR INDUSTRIES

Government
Private Sector
Nonprofit



L&A was once again named among the top 200 largest public accounting firms in Inside Public Accounting's prestigious annual list of leading firms.





FIRM PROFILE

Firm Philosophy

We are fully dedicated to our specialized industries, focusing extensive resources in the governmental and nonprofit sectors. Our comprehensive expertise enables us to help clients proactively anticipate and adapt to changes in their operational landscape. The value of our services extends beyond executing efficient engagements; it encompasses a profound understanding of pivotal issues impacting our clients.

Drawing from our extensive experience in local government, we have successfully served numerous entities, including municipalities, park districts, libraries, special districts, school districts, pension funds, joint ventures, and various governmental organizations. A partial list of such entities is provided as references, and we encourage you to reach out to any or all of them for insights into our qualifications and the quality of our service. In addition, we have included current client references to underscore our ongoing commitment and expertise in the industries we serve.

Close Working Relationship with Management

Fostering a continuous and collaborative partnership with management throughout the year is the optimal way to leverage our depth of knowledge for the benefit of our clients. This approach facilitates the prompt resolution of inquiries as they arise, rather than after the fact. By comprehensively understanding each client's activities and maintaining a close working relationship with management, L&A is well-positioned to respond effectively and proactively initiate programs that enhance operational efficiency, leading to a more successful engagement.

We deem it crucial to uphold open lines of communication year-round. To achieve this, we employ both formal means such as meetings and newsletters and informal channels like telephone calls and emails. This ensures that our clients stay informed about relevant changes and recent developments that impact their operations.

An Audit is a People-Oriented Endeavor

The L&A team acknowledges our involvement in a people-centric venture, and our goals and objectives are rooted in this recognition. We endeavor to:

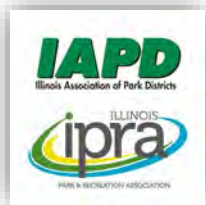
- Cultivate an atmosphere that fosters extensive communication between each client and our team.
- Deliver the utmost level of staff proficiency by engaging in discerning recruitment practices and establishing a work environment conducive to personal growth.
- Attentively listen to our clients, consistently enhancing the quality of our services.
- Contribute to the well-being of our financial, business, professional, and social communities.



FIRM PROFILE

A Strong Commitment to the Industry

We actively engage with the industries we serve through membership, support, and active participation in various professional organizations dedicated to serving the financial and management teams of our clients.



“Involvement in our industry’s organizations and providing educational support to those groups is a passion of our leadership team.”





FIRM PROFILE

Our Services



Actuarial Services

Pension planning is a specialized industry demanding an expert actuarial team. Our role is to guide clients through the intricacies of actuarial standards, crafting a funding plan that aligns with the needs of all relevant parties. Additionally, we guarantee that the necessary financial statement disclosures meet reporting requirements.



Audit Services

At L&A, we take pride in delivering high-quality auditing services. Our firm undergoes an independent peer review of our auditing practice, and we have received the highest opinion on our attest services.



Client Accounting and Advisory Services

The dedicated professionals at L&A collaborate closely with clients to address and manage a wide range of responsibilities, including accounting, financial reporting, payroll, IT, and other outsourced or temporary tasks. By tailoring our diverse and skilled professionals to meet the specific needs of each client, we have assisted in controlling costs and enhancing efficiencies of our clients.



Pension Administration Services

L&A is proud of our two-decade commitment to assisting public pension fund trustees in comprehending complex pension codes. We understand the significance of the Board's responsibilities and the challenges it poses, especially when balancing these tasks with the daily responsibilities outside the pension realm.



Tax Services

Navigating the preparation of a tax return can be an overwhelming process, often leaving clients with more questions than answers due to the evolving nature of tax laws. The seasoned professionals at L&A diligently scrutinize and consider every deduction, break, and incentive to provide comprehensive assistance.



FIRM PROFILE

Additional Services and Resources

Sharing our knowledge and expertise in the governmental industry is one of the greatest values we can bring to our clients. We are committed to continually reviewing our process to ensure an efficient audit, ensuring exemplary communication with our clients, and providing education on issues affecting local governments on a year-round basis. With our strong background in government, many of our areas of expertise are complementary of one another.

Client Educational Opportunities

We offer multiple training opportunities throughout the year, on-demand webinars and important newsletter updates to our clients, at no additional cost. Our client trainings cover a variety of relevant topics such as:

- Implementation of GASB pronouncements
- State and local government updates
- Changes to auditing standards
- Understanding of financial statements
- Identification of department efficiencies and best practices
- Other statutory or hot topics affecting governments

“L&A’s value add approach to an audit includes extensive no-cost client training throughout the year.”

We record and share all of our client trainings so that they may be accessed on-demand directly from our website. Below are some recent examples of previous training webinars that we hosted:



Payroll



Government Software



Audit Reports



Government Updates



GASB87



Management Software



FIRM PROFILE

Government Expertise Means Extensive Services Available

It has been our experience that questions or problems may arise during the year for which a client might call upon us for assistance. The following is a partial list of the services we can provide to our clients:

- Financial reporting-assistance in the implementation of authoritative pronouncement requirements
- Assistance in obtaining or securing the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA)
- Utility or enterprise funds-analysis, forecasting, rate structure, and consulting services
- Federal, state and local grant reporting requirements
- Budget-assistance in obtaining the Distinguished Budget Award from the GFOA, appropriation and tax levy documents
- Personnel issues-evaluation and executive search
- Policies and procedures documentation and implementation
- Temporary staffing and training
- Pension fund related issues, including benefit calculations, funding analysis, etc.
- Human resources-taxability issues, fringe benefits, policies, etc.
- Outsourced finance and accounting department functions, including all levels of finance functions
- Taxpayer compliance-specialized audits for selected revenue sources
- Capital asset services to track net book value, depreciation expense and accumulated depreciation





FIRM PROFILE

Quality Assurance

We are dedicated to delivering the utmost quality to our clients at every stage of the engagement. Our Quality Assurance Team plays a crucial role in this commitment by reviewing all deliverables before issuance, offering support for technical inquiries, and scrutinizing documentation and reports to ensure compliance with both professional standards and our Firm’s policies. At L&A, our commitment to providing high-quality deliverables is evident in our membership in the Private Companies Practice Section (PCPS) of the Division for CPA Firms within the American Institute of Certified Public Accountants (AICPA). This membership involves subjecting our accounting and auditing practice to quality control reviews, ensuring adherence to the professional standards set by the AICPA.

L&A has undergone no federal or state desk reviews of its audits in the past five years. Additionally, there has been no disciplinary action taken against the firm by state regulatory bodies or professional associations within the same timeframe.

Peer Review

As a requirement for membership in the AICPA, the national organization representing CPAs in public practice, industry, government, and education, our Firm undergoes an independent peer review of our accounting and auditing practice. You can find a copy of our most recent peer review opinion in the Appendix section of this proposal. L&A has received the highest opinion, a "pass," demonstrating our commitment to maintaining the highest standards in our practices.

Independence

All personnel are mandated to promptly report to the Firm any instances of compromised independence concerning any clients. The guidelines for maintaining independence align with the AICPA's Code of Professional Ethics. Furthermore, our adherence extends to compliance with the standards established by the General Accounting Office (GAO). It is important to note that we maintain independence specifically in relation to your engagement.

License to Practice

We confirm that both L&A as a firm and all essential personnel hold valid licenses to practice in the State of Illinois.

Our State of Illinois license number is 066-003655.





FIRM PROFILE

DFK International/USA



Lauterbach and Amen is an independent member of DFK International, a worldwide association of independent accounting and management consulting firms, with locations in over 40 major markets throughout the United States and representation in over 85 countries worldwide. Our membership in DFK enhances our worldwide reach, provides us with additional resources, and expands the world of opportunity for our clients.

Other Information

In accordance with our firm's quality control document, all relevant staff members must fulfill the AICPA's continuing professional education requirements. Given our specialization in government, the mandated CPE hours for the staff outlined in this proposal are specifically tailored to the government industry, with a particular emphasis on Uniform Guidance/Single Audit continuing professional education as necessitated by our field. Our firm employs a variety of methods, including self-study, in-house training, participation in State Society or AICPA programs, involvement in Government Audit Quality Center programs, and engagement with programs offered by diverse government associations.

While we do not foresee any issues arising throughout the engagement, we will promptly communicate any noteworthy concerns to the relevant representatives of management and/or the governing board. This communication will align with our established standards for addressing such matters.

Conclusion

We are excited about the prospect of expanding upon our current services to SWAN. Our enthusiasm for the industry is matched by our commitment to delivering a service that goes beyond the mere issuance of deliverables. Our client service approach involves continuous communication throughout the year, an extensive network of resources to address even non-engagement-related queries, and a steadfast commitment to staying updated on industry technical standards and best practices. At L&A, you will be served by partners who are deeply devoted to the industry, supported by a team of over 200 L&A members who share that passion and dedicate all twelve months of the year to working on industry engagements.

SOFTWARE & SECURITY

Cybersecurity



In the face of ever-evolving threats that are increasingly perilous, it is imperative for us to stay ahead of the curve, consistently refining our strategies for information security. In order to meet the distinctive security standards expected by our clients and effectively tackle the dynamic regulatory landscape, L&A has deliberately chosen tools and procedures essential for safeguarding client data and managing security risks throughout the duration of a client project. Various safeguards, such as Multi-Factor Authentication, restricted human access, anti-virus software, and firewalls, have been implemented firm-wide to reduce risks and bolster the security of client data.

L&A Portal Security

L&A has opted for an application for online access to client data that operates through a secure portal hosted at some of the world's most extensive and secure data centers. Employing the industry's cutting-edge security and reliability measures, this system is designed to ensure the safety of your data. The incorporation of built-in redundancy encompasses multiple data locations, internet connections, and power sources, ensuring the continuous operation of our secure portal. Additionally, we employ secure password protection and 256-bit encryption to safeguard your data during its transmission between the data center and your computer.

Disaster Contingency Plans

L&A has formulated recovery plans for our IT infrastructure, encompassing systems, applications, and data. These plans extend to networks, servers, desktops, laptops, wireless devices, and connectivity. Our recovery strategies are designed to preemptively address potential disruptions to one or more of the following system components:

- Hardware (networks, servers, laptops)
- Internet connectivity
- Software applications
- Data and restoration





COMMUNITY INVOLVEMENT

A Culture and Passion for Community Involvement



Our firm is dedicated to both the clients we serve and the communities in which we reside. Our partners and team members are actively involved with numerous deserving nonprofit organizations. We are grateful to have individuals on our team who share our firm's philanthropic ethos, regularly volunteering their time, resources, and talents. In addition to volunteering, L&A organizes various fundraisers and donation drives to support local organizations and neighborhoods. Here is a glimpse of some of our recent community involvement and initiatives:



L&A is honored to collaborate with Working Together Chicago, a nearby nonprofit dedicated to offering development and placement opportunities for individuals with disabilities. The team members introduced to L&A through Working Together Chicago have not only enriched our company culture but have also contributed valuable skills to our projects.





KEY ENGAGEMENT PERSONNEL

Ronald J. Amen, CPA

Managing Partner

With a wealth of experience spanning more than 35 years, Ron Amen has dedicated his career to serving clients in the governmental sector. He has actively contributed to a wide array of governmental engagements, involving municipalities, park districts, school districts, state and federal government entities, universities, nonprofits, and various other government organizations.



Educational and Membership Background

- University of Nebraska
- Certified Public Accountant
- American Institute of Certified Public Accountants
- Member of Government Finance Officers Association (GFOA) and Illinois GFOA
- Member of AICPA Government Audit Quality Center
- Member of Illinois Municipal Treasurers Association (IMTA)
- Member of Illinois Association of Park Districts/Illinois Parks and Recreation Association (IAPD/IPRA)
- GFOA Special Review Committee for the Certificate of Achievement for Excellence in Financial Reporting
- Instructor for IGFOA Training Courses
- Instructor for IMTA Training Courses

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 ramen@lauterbachamen.com

Governmental Accounting and Auditing Experience

Ron has overseen a multitude of governmental projects throughout his tenure in public accounting. His diverse assignments have encompassed audits, single audits, TIF audits, performance reviews, budgeting, strategic planning, and various other projects, offering a comprehensive overview of his professional background. Leveraging his extensive experience in government affairs, he is frequently tapped as a resource for innovative problem-solving related to local government issues. Serving in a hands-on capacity, he acts as a working partner, maintaining availability and active participation in every phase of the audit process.

Additionally, Ron has played a key role in the management of substantial commercial and nonprofit initiatives. His involvement spans audits, tax preparation, consulting, and strategic planning, addressing the needs of both commercial and nonprofit clients.



KEY ENGAGEMENT PERSONNEL

Jamie L. Wilkey

Technical Partner

Jamie Wilkey has over 23 years of professional accounting experience exclusively in the governmental sector. She has participated in numerous governmental engagements, including municipalities, park districts, school districts, libraries, special districts and various other units of government.

Educational and Membership Background

- Truman State University
- Northern Illinois University
- Member of Illinois Government Finance Officers Association (IGFOA)
- Member of Technical Accounting Review Committee (TARC) with IGFOA
- Member of Illinois Municipal Treasurers Association (IMTA)
- Member of Illinois Association of Park Districts/Illinois Parks and Recreation Association (IAPD/IPRA)
- GFOA Special Review Committee for the Certificate of Achievement for Excellence in Financial Reporting
- Instructor for IGFOA Training Courses
- Instructor for IMTA Training Courses
- Instructor for IPPFA Training Courses

Governmental Accounting and Auditing Experience

Jamie’s experience in the governmental sector includes management of numerous units of government. Such assignments include annual audits, single audits, TIF audits, grant specific audits, and other related projects. Jamie has been responsible for the management of numerous annual audits for government units, all of which has either received the Certificate of Achievement for Excellence in Financial Reporting Award from the GFOA in the first year of their submittal to the program or maintained their Certificate standing.

Jamie also has extensive government consulting experience, which includes the responsibility for all financial operations of the government unit, including, but not limited to, the maintaining of the general ledger, trial balance, balance sheet and consolidated financials. Jamie has also assisted numerous clients with payroll processing, budget preparation, supervision of accounts receivable, accounts payable and utilities billing processing, tax levies and related documents, and the recommendation and implementation of various finance/accounting department procedures and policies.



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KEY ENGAGEMENT PERSONNEL

Matt R. Beran, CPA

Operations Partner

Matt Beran has over 21 years of professional accounting experience, 14 of those are exclusively in the governmental sector. Prior to working in government, Mr. Beran was a supervisor at one of the Big 4 accounting firms. He has participated in numerous governmental engagements, including municipalities, park districts, school districts, libraries, special districts, nonprofits and various other units of government.

Educational and Membership Background

- Truman State University
- Certified Public Accountant
- American Institute of Certified Public Accountants
- Member of Illinois Government Finance Officers Association (IGFOA)
- Member of Illinois Municipal Treasurers Association (IMTA)
- Member of Illinois Association of School Board Officials (IASBO)
- Instructor for IMTA Training Courses
- Instructor for IASBO Training Courses

Governmental Accounting and Auditing Experience

Matt’s experience in the government sector includes managing numerous governmental engagements. Assignments ranging from audits, single audits, TIF audits, performance reviews, budgeting, strategic planning, and other projects is a brief history of his background.

Matt has been responsible for the training of staff at Lauterbach and Amen. The training includes audit methodology and the specifics of governmental accounting, such as property taxes, debt, and full accrual versus modified accrual accounting. He researches new GASB pronouncements and gains an understanding of the change and how it will affect clients, audit staff, and the audit process. Then Matt passes along this knowledge to clients to ensure they understand what is changing.

Matt has also been responsible for various agreed-upon procedures including forensic audits. He has been able to observe various municipalities, park districts and libraries and prepare an extensive report on their current internal controls and procedures. Matt will also then give various suggestions on how to improve internal controls and procedures to improve efficiency and accuracy while still having proper segregation of duties.



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KEY ENGAGEMENT PERSONNEL

Jennifer Martinson, CPA

Audit Partner

Jennifer Martinson has over 13 years of professional accounting experience serving clients in the governmental sector. She has participated in numerous governmental engagements in both an audit and financial services capacity. These engagements primarily include municipalities, park districts, nonprofit entities and pension funds.

Educational and Membership Background

- University of Miami
- Certified Public Accountant
- American Institute of Certified Public Accountants (AICPA)
- Member of Illinois Government Finance Officers Association (IGFOA)
- The Illinois CPA Society (ICPAS)

Governmental Accounting and Auditing Experience

Jennifer’s experience in the government sector includes both audit and project-based engagements with various municipalities, park districts, libraries, counties, nonprofit entities and pension funds. Additionally, she coordinates training opportunities for these entities to ensure they are responsibly educated on all relevant topics and standards.

Jennifer also plays an active role in the supervision and development of audit procedures and personnel. This role includes the implementation of GASB pronouncements, accounting standards, and other quality control initiatives throughout all engagements, as well as the training of staff involved in these engagements. She is a technical resource to the team and to clients, and works closely with both to identify effective solutions and implement best practices.



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KEY ENGAGEMENT PERSONNEL

Melissa Juntunen, CPA




Audit Partner

Melissa Juntunen has over 17 years of professional accounting experience serving clients in the governmental sector. She has participated in numerous governmental engagements in both an audit and financial services capacity. These engagements primarily include municipalities, park districts, nonprofit entities and pension funds.



Educational and Membership Background

- DeVry University
- Certified Public Accountant
- American Institute of Certified Public Accountants (AICPA)
- Member of Illinois Government Finance Officers Association (IGFOA)
- The Illinois CPA Society (ICPAS)
- Technical Accounting Review Committee (TARC) Member with IGFOA
- Illinois CPA Society Government Review Committee Member

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 mjuntunen@lauterbachamen.com

Governmental Accounting and Auditing Experience

Melissa’s experience in the government sector includes management of numerous units of government. Such assignments include annual audits, single audits, TIF audits, grant specific audits, and other related projects.

Currently, Melissa oversees the audit team at L&A. This team works to complete annual financial reports, comptrollers reports, Illinois Department of Insurance reports, TIF compliance reports and Government Finance Officers Association (GFOA) filings for all audit clients of the Firm. Melissa’s role includes researching new GASB pronouncements to gain an understanding of the change and how it will affect clients, audit staff, and the audit process, complete technical reviews of the annual financial reports, help train staff on new technical guidance to ensure the proper inclusion into the reports, and help communicate the changes out to clients.



KEY ENGAGEMENT PERSONNEL

Audit Team Key Personnel

Monika Adamski, Principal



Monika has 14 years of professional accounting experience exclusively in the governmental sector. She is a graduate of DePaul University. Monika specializes in municipal, state agency, as well as nonprofit audits. She also specializes in internal control assessment for all governmental clients.

Brad Porter, Principal



Brad has 10 years of professional accounting experience exclusively in the governmental sector. He is a graduate of University of Saint Francis and a Certified Public Accountant. Brad specializes in staff development and training, as well as auditing municipalities, park districts, school districts and libraries.

Jasleen Kaur, Manager



Jasleen has over 8 years of professional accounting experience, with 5 of those years being exclusively in the governmental sector. She is a graduate of North Central College with a Bachelor's Degree and a Master's of Business Administration degree in Accounting. Jasleen specializes in auditing municipalities, park districts, and libraries.

Riley Martin, Manager



Riley has 4 years of professional accounting experience exclusively in the governmental sector. He is a graduate of Loras College and is a Certified Public Accountant. Riley specializes in new staff development and training, as well as auditing municipalities, park districts, libraries, and other governmental entities.



AUDIT APPROACH

Overview

We are prepared to meet or exceed all requirements and expectations of SWAN. The Leadership of L&A will be involved in all phases of the audit of SWAN as outlined below. L&A does not use statistical sampling in any phase of the audit process. Sample sizes used for testing are in accordance with standards established by the profession and will be determined in the planning phase.

Throughout the audit process we will inform management of audit issues as they arise and maintain the highest level of professionalism in the identification and communication of these issues. Discussion of the issues will take place immediately following their discovery and will allow management ample time to rectify any issues.

GFOA Certificate of Achievement

L&A fully supports the Government Finance Officers Association's (GFOA) Certificate of Achievement for Excellence in Financial Reporting Program. Annually, we assist over 100 clients in obtaining their certificates and have submitted over a thousand award applications to GFOA over the years. We also work with our clients in subsequent years on the implementation of any recommendations provided by the GFOA.

We will respond to GFOA comments for improvement and take care of the filing of the necessary documents each year. We are in the top ten firms nationally that submit to the program.



Audit Scope and Standards






L&A will issue an opinion on the business-type activities, including the notes to the financial statements, which collectively comprise SWAN's financial statements, with "in-relation-to" coverage provided on the combining and individual fund financial statements and on any supplementary information. We will not provide an opinion on the Management Discussion and Analysis, but will provide customary review of this information. Introductory and Statistical Sections of the Annual Financial Report, if applicable, will not be audited by us.

The audit will be conducted in accordance with generally accepted auditing standards, and, if a single audit becomes necessary, the standards for financial audits contained in Governmental Auditing Standards (2004), issued by the Comptroller General of the United States, and the Single Audit Act of 1996; and the provisions of Uniform Grant Guidance 2CFR-2000/OMB Circular A-133, Audits of State and Local Governments and Nonprofit Organizations.



AUDIT APPROACH

Below is our proposed schedule for your audit phases:

PHASE		TIMING	TOTAL HOURS (EST)
	Phase 1 Planning	Early August	6 Hours
	Phase 2 Preliminary Fieldwork	September	12 Hours
	Phase 3 Fieldwork	October	40 Hours
	Phase 4 Drafts	November	14 Hours
	Phase 5 Audit Completion	December	8 Hours

Phase 1: Planning



Early August

The purpose of the planning phase is to provide the foundation for the direction that the audit will take. During the planning phase of the audit, we will hold a planning meeting with you to discuss the audit approach, develop a schedule for completing the audit, and review the areas that we will be focusing on during our fieldwork procedures and testing.

The following is an outline of the key steps performed during the planning phase of the audit:

- Discussing and agreeing upon report formats to provide information which complies with generally accepted accounting principles. The format should be agreed upon during the planning phase of the audit to ensure timely issuance of the report. Our plan is to adopt a format similar to the previous year.
- Discussing availability of accounting records and source documents and developing a detailed list of schedules to be prepared by your team.
- Developing a schedule for completing the subsequent phase of the audit.



AUDIT APPROACH

Phase 2: Preliminary Fieldwork



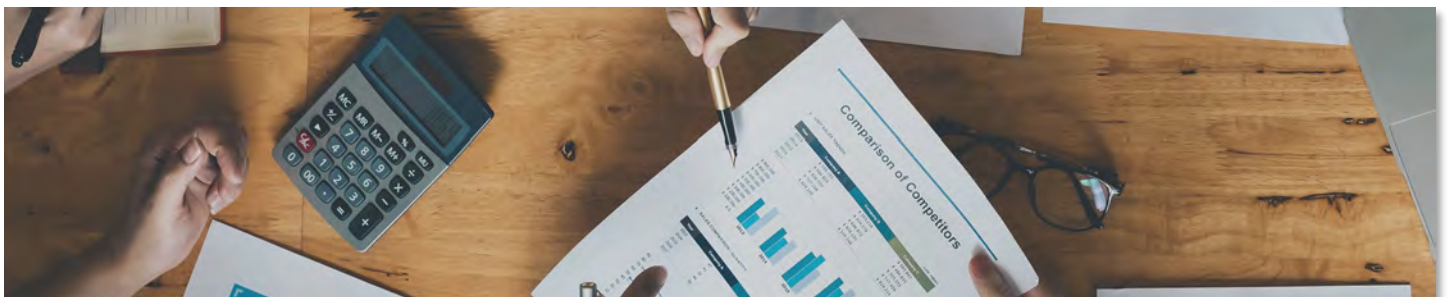
September

Preliminary fieldwork is the next phase of the audit process and involves expanding our understanding of your operations through a review of various documents and through discussions with your personnel. During this phase, we will engage in the required study and evaluation of internal accounting controls as part of the financial and compliance audit.

The purpose of our study and evaluation will be to obtain sufficient knowledge and understanding of the internal accounting and administrative control systems used by SWAN for reliance on the system of internal control and the degree of such reliance; or to aid us in designing substantive tests in the absence of such reliance. We will hold progress meetings with key management, as necessary, to keep you apprised of the results of our preliminary review and to discuss the key internal controls to be tested.

Our approach to the study and evaluation of the internal accounting and administrative controls will be accomplished through the following techniques:

- We will perform an in-depth review of internal control documentation and working papers made available by the prior audit Firm and SWAN.
- We will use internal control questionnaires, narratives and/or flowcharting techniques to document key flows of information. Because of our extensive commitment to the industry, the questionnaires utilized are designed specifically for use on governmental engagements. We will utilize this information and identify key internal control procedures which will be tested in order to warrant reliance on the identified controls. The objectives of such reliance will be to reduce the extent of substantive work performed, resulting in a more cost-efficient audit approach.
- We will evaluate audit risk for all key financial statement assertions and compliance determinations using the procedures outlined above. Audit risk is the risk that material financial statement misstatements or material noncompliance will not be prevented or will not be detected and corrected in a timely manner.





AUDIT APPROACH

Phase 3: Fieldwork



October

This phase of the audit will consist primarily of substantive testing of year-end balances. If any audit issues come to our attention during the course of our work, we will immediately inform you so that action can be taken before the completion of our fieldwork.

We will design our detailed testing procedures to provide both compliance and financial audit coverage where applicable. We utilize custom designed audit programs that are specifically designed for government clients and therefore, provide for the most efficient and effective approach.

At a minimum, management is to provide supporting schedules for the following areas once we commence fieldwork:

Cash	Accounts Payable
Investments	Payroll
Proprietary Revenues/Receivables	Debt Service
Inventories	Fund Balance/Net Position
Interfunds	Grants
Capital Assets	Risk Management

For financial audit purposes, we will assess the risk of material misstatement associated with a given objective, and perform substantive and compliance procedures. Our substantive procedures will gather evidence as to the completeness, accuracy, or validity of the information contained in the financial statements. These procedures will include confirmation of year-end balances, vouching documents and analytic reviews. Through our compliance procedures, we will gather evidence related to the existence and effectiveness of specific internal controls. These procedures include examinations of documents for proper approval and review of procedures for compliance with rules, regulations and internal policies.

At the conclusion of fieldwork, workpapers will be reviewed by the engagement partner and we will prepare the Annual Financial Report in accordance with generally accepted accounting principles for government entities. In addition, we will prepare a draft management letter and other required communication letters that we will review and discuss with SWAN during the draft phase of the audit.



AUDIT APPROACH

Phase 4: Drafts



November

The final completion and quality review of the initial draft of the Annual Financial Report will be completed at our office and a draft of the Annual Financial Report and related communication letters will be provided to SWAN no later than the date previously agreed to. SWAN will then have a sufficient amount of time to review the draft for questions and/or changes. L&A will then coordinate with SWAN a final draft where we will review SWAN's questions and/or changes to the Annual Financial Report as well as the client communication letters and submit a final draft of the Annual Financial Report to SWAN.

Phase 5: Audit Completion



December

Upon approval of the drafts by SWAN, we will deliver final, bound Annual Financial Reports. At the completion of our audit, we will also provide a the final management letter addressing reportable conditions, if any, and other comments and observations for improvements. The management letter will be provided as a separate document. The management letter will contain, as warranted and appropriate:

- Specific recommendations for improvement of the accounting practice and procedures and the internal accounting and administrative controls.
- Comments on the design, controls and audit trails of new and redesigned automated systems, along with suggestions to improve processing methods and procedures.
- Suggestions for operational improvements or cost efficiencies noted during the course of our work.
- Findings relative to compliance with the applicable rules and regulations.
- Comments regarding compliance with laws.
- Other comments or recommendations and best practices that we believe may be relevant.
- Upcoming GASB Pronouncements or auditing standards that may affect SWAN's financial statements in the future.
- Additionally, all reports and communication letters will be provided to SWAN in a high-quality PDF format.

L&A strives for continual communication with SWAN staff and management as well as the Board. As such, the engagement partner will be available for meetings and/or formal presentations of the Annual Financial Report and communication letters with representatives of SWAN.



PRICE AND BILLING

AUDIT SERVICES RFP RESPONSE FORM


Firm: Lauterbach & Amen, LLP

Firm Contact/Project Manager: Ronald J. Amen, Partner

Email Address: ramen@lauterbachamen.com

Address: 668 N. River Road
Naperville, IL 60563

Telephone and Fax Numbers: Phone: 630.393.1483 | Fax: 630.393.2516

Signature of Authorized Agent:  , Partner

Date of Proposal Submission: July 15, 2024

PRICE STRUCTURE

	June 30, 2024	June 30, 2025
Audit and all Associated Work	\$10,000	\$10,500



PRICE AND BILLING

HOURS SCHEDULE

	Hours	Standard Rate	Quoted Rate	Total
Partner	14	\$170	\$160	\$2,240
Manager	29	\$150	\$140	\$4,060
In-Charge	37	\$110	\$100	\$3,700
	80			\$10,000

In 27 years of providing auditing services, Lauterbach & Amen, LLP has never increased an audit price from what was proposed in the RFP.

Our Firm stresses that we are available throughout the year to provide technical accounting and financial reporting assistance to SWAN. We encourage clients to contact us with questions that may arise. In addition, we provide no-cost client trainings to introduce new GASB pronouncements and auditing standards that may affect SWAN, as well as providing other training topics based on client requests and needs.

Schedules Requested

The proposed annual prices are based upon staff support at all levels from SWAN personnel and that SWAN will provide adjusted trial balances and support (detailed schedules that reconcile to the trial balance) for all balance sheet accounts. At a minimum, management is to provide supporting schedules for the areas outlined in the Fieldwork Phase of the Audit Approach section of this proposal.

Additional Services

Should it become necessary for SWAN to request us to render additional services to either supplement the services requested in the RFP or to perform additional work as a result of the specific recommendations included in any report issued on this engagement or new accounting standards, then such additional work will be performed only after discussing with management the level of effort and estimated costs prior to performing any such work.

As independence standards have recently become more stringent related to the types of additional services auditors can perform, L&A would review these independence standards and the types of services requested prior to proposing on any additional services.



REFERENCES

Our strongest endorsement comes from satisfied clients. Feel free to reach out to the individuals listed below, who have benefited from our firm's services, to learn about their experiences and the ongoing value our services bring to their organizations. Additional references can be provided upon request.

	Client	Contact
	RAILS	Monica Harris 630.734.5129 monica.harris@railslibraries.org
	PrairieCat	Carolyn Coulter 815.443.6016 carolyn.coulter@prairiecat.org
	Fountaindale Public Library District	Paul Mills 630.685.4157 pmills@fountaindale.org
	Midlothian Public Library	Jennifer Cottrill 708.535.2027 jcottrill@midlothianlibrary.org

					
Municipalities 135+	Park Districts 75+	School Districts 50+	Libraries 70+	Pension Funds 500+	Other Entities 110+



REFERENCES

L&A is committed to maintaining high standards of quality and service. We encourage you to connect with any of the clients listed below, whom we have had the privilege of serving, to gain insights into their experiences with L&A.

Libraries

Addison Public Library	Fox River Valley Public Library*	Lisle Library District	Quincy Public Library
Algonquin Area Public Library	Franklin Park Public Library District	Markham Public Library	Reaching Across Illinois Library System
Antioch Public Library District	Fremont Public Library District	Midlothian Public Library	River Forest Public Library
Barrington Area Public Library	Gail Borden Public Library District	Mokena Community Public Library District	River Grove Public Library District
Bartlett Public Library District	Geneva Public Library District	Mount Prospect Public Library	Round Lake Area Public Library District
Batavia Public Library	Glen Ellyn Public Library	New Lenox Public Library District	Seneca Public Library
Berkeley Public Library	Glenside Public Library District	Niles-Maine District Library	Skokie Public Library
Bloomington Public Library	Glenview Public Library	Nippersink Public Library	St. Charles Public Library
Broadview Public Library District	Grayslake Area Public Library District	North Riverside Public Library	Streator Public Library
Byron Public Library District	Helen M. Plum Memorial Public Library District	North Suburban Public Library District	Summit Public Library
Cary Area Public Library District	Hillside Public Library	Northbrook Public Library	Talcott Free Library District
Cherry Valley Public Library District	Indian Prairie Public Library	Oregon Public Library	Villa Park Public Library
Cook Memorial Public Library District	Indian Trails Public Library District	Palatine Public Library District	Warren-Newport Public Library
Crystal Lake Public Library	Itasca Community Library	Palos Heights Public Library	West Chicago Public Library District
Des Plaines Public Library	Johnsburg Public Library District	Palos Park Public Library	Wilmette Public Library District
Eisenhower Public Library District	Joliet Public Library	Peru Public Library District	Winfield Public Library
Ela Area Public Library District*	LaGrange Park Public Library District	Pinnacle Library Cooperative	Winnetka-Northfield Public Library District
Ella Johnson Memorial Library District	Lake Villa District Library	Plainfield Public Library District	Wood Dale Public Library District
Forest Park Public Library	Lemont Public Library District	Prairie Trails Public Library District	Woodridge Public Library
Fountaindale Public Library District	Lincolnwood Public Library District	Prairiecat	Zion-Benton Public Library District
Fox River Grove Library District	Linda Sokol Francis Brookfield Library	Prospect Heights Public Library District	

* Indicates governments who currently hold the GFOA Certificate of Achievement.

Municipalities	Park Districts	School Districts	Libraries	Pension Funds	Other Entities
135+	75+	50+	70+	500+	110+



APPENDIX

ELLIN & TUCKER

REPORT ON THE FIRM’S SYSTEM OF QUALITY CONTROL

To the Partners of
Lauterbach & Amen, LLP and the Peer Review Alliance Report Acceptance Committee

We have reviewed the system of quality control for the accounting and auditing practice of Lauterbach & Amen, LLP (Firm) in effect for the year ended June 30, 2022. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and procedures performed in a System Review as described in the Standards may be found at www.aicpa.org/prsummary. The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

FIRM’S RESPONSIBILITY

The Firm is responsible for designing a system of quality control and complying with it to provide the Firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. The Firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported on in conformity with professional standards, when appropriate, and remediating weaknesses in its system of quality control, if any.

PEER REVIEWER’S RESPONSIBILITY

Our responsibility is to express an opinion on the design of the system of quality control and the Firm’s compliance therewith based on our review.

REQUIRED SELECTIONS AND CONSIDERATIONS

Engagements selected for review included engagements performed under *Government Auditing Standards*, including compliance audits under the Single Audit Act.

As part of our peer review, we considered reviews by regulatory entities as communicated by the Firm, if applicable, in determining the nature and extent of our procedures.



APPENDIX

ELLIN & TUCKER

OPINION

In our opinion, the system of quality control for the accounting and auditing practice of Lauterbach & Amen, LLP in effect for the year ended June 30, 2022 has been suitably designed and complied with to provide the Firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass*, *pass with deficiency(ies)*, or *fail*. Lauterbach & Amen, LLP has received a peer review rating of *pass*.

ELLIN & TUCKER
Certified Public Accountants

Baltimore, Maryland
December 29, 2022



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/26/2024

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PRODUCER Crum-Halsted Agency, Inc. 427 N Kirk Road Suite 113 Geneva, IL 60134	CONTACT NAME: Tracey Meicher, CIC, CRIS	
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INSURED Lauterbach & Amen, LLP 668 N River Road Suite 100 Naperville, IL 60563	E-MAIL ADDRESS: tmeicher@crumhalsted.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Citizens of America	31534
	INSURER B: Allmerica Financial Benefit	41840
	INSURER C: The Hanover Insurance Company	22292
	INSURER D: Trisura Specialty Insurance Company	16188
	INSURER E:	
	INSURER F:	

COVERAGES CERTIFICATE NUMBER: 2024 Standard Cert REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR			OBCA886072	3/31/2024	3/31/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000
D	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input checked="" type="checkbox"/> OTHER: Cyber Liability			ATB662062803	3/31/2024	3/21/2025	PRODUCTS - COMP/OP AGG \$ 2,000,000 Aggregate Limit of Insurance \$ 1,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			OBCA886072	3/31/2024	3/31/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			OBCA886072	3/31/2024	3/31/2025	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	N/A	W2CA886039	3/31/2024	3/31/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Professional Liability			LHCA59592809	3/31/2024	3/31/2025	Limit per Claim / Aggregate \$ 5,000,000
C	Crime			LHCD87204606	3/31/2024	3/31/2025	Employee Dishonesty \$ 3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

EVIDENCE OF COVERAGE Evidence of Coverage	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Ted Rosenow, CIC/TM <i>Shirley A. Rosenow</i>

SWAN Online Patron Registration Research

SWAN Board meeting, July 19, 2024

Summary

SWAN currently uses an in-house tool for patron registration, which allows patrons to register online for a temporary card to immediately use online resources with the ability to obtain a full card after visiting their home library in person. There are opportunities to improve upon the features of online registration and provide more robust, ongoing support by moving online registration to Aspen Discovery or a third-party provider.

As of May 2024, 63 SWAN libraries use the SWAN online registration tool. 6 libraries use an alternate online registration tool, and one library uses both the SWAN online registration tool in addition to another tool.

This report outlines the features available through Aspen Discovery and two third-party providers, Patron Point and Quipu, and migration cost estimates.

Feature summary and definitions

Registration forms

The registration form would collect all necessary information from the patron at the time of registration. Features to consider with registration forms include:

- **Customization:** Can the form be customized on a per-library basis versus a shared form across the consortium, can we add custom fields (e.g. for notice preference).
- **Format standardization** i.e. correcting information entered by the patron before it is passed to the ILS.
- **Statement of responsibility:** An agreement page the user must complete to apply for a card, either customized on a per-library basis or shared across the consortium.
- **Home library assignment:** Can the form automatically assign the users home library based on address verification, or does the user need to select a home library.
- **Languages:** Form can be offered in more than one language.

Welcome emails

Welcome emails are delivered to the patron after a successful registration, with details about their account and information about the library. Features to consider with welcome emails include:

- **Customization:** Can the emails be customized on a per library basis, or is one email template shared across the consortium with library details dynamically populated (e.g. library name, contact information, etc.)

Address verification

Address verification checks the patron's entered address and confirms it is a valid address.

At the most basic level, a tool can verify that the address is a valid USPS address. At a more advanced level, a tool can use a map of the library district in the form of a shape file to verify that the patron lives in the library district.

Identity verification

Some tools will verify that a patron actually lives at the entered address.

- **Basic verification:** Checks USPS Change of Address information and marketing databases; this is not as reliable as advanced verification but comes at a lower cost.
- **Advanced verification:** Through an additional third-party provider, verifies identity against multiple points of data using the same technology banks and credit card companies use; this is more reliable, but comes at a higher cost.

Duplicate checking

Online registration tools can check the ILS to ensure the same patron is not registering multiple times. Tools typically check using name and birth date.

Provisional cards

An online registration tool may provide only a provisional, or temporary card, that requires the patron to come into the library to verify their identity to receive a full access card.

Libraries can choose to use online registration to issue a full access card, but may want to issue a provisional card as a fallback to patrons in some cases, for example if they did not pass the automated identity verification in the tool.

Non-resident registration

Some online registration tools can handle registration for non-residents; for example, they may be able to issue a provisional card for non-residents. Or they may direct a patron to the library’s web page with information for non-resident card application.

Card renewal

Online registration and online card renewal are typically two separate processes and tools. If libraries wish to allow patrons to renew their cards online, they may need to provide a separate tool for patrons who already have a card to renew near the time their card expires.

Minor registration

Online registration tools can provide a process for parents or guardians to register cards for minors. This typically adds additional fields to collect both parent/guardian information and minor information. Any identity verification would be performed against the parent/guardian.

Feature comparison

Feature	SWAN Online Patron Registration	Aspen Discovery Self Registration	Quipu eCard	Patron Point eCard
Custom registration form	One for consortium	Custom per library	One for consortium	One for consortium
Formatting standardization	Yes	Yes	Yes	Yes
Statement of responsibility	One for consortium	Custom per library	One for consortium	One for consortium
Home library assignment	Manual	Manual	Automated	Automated
Languages	One	Unlimited	2 included, cost for additional	TBD
Welcome emails	One form for consortium	Custom per library	One form for consortium	One form for consortium
Address verification	None	Valid USPS address	Valid USPS address in library district	Valid USPS address in library district

Identity verification	None	None	Basic or advanced, at additional fee	Advanced, at additional fee
Duplicate checking	Name and birth date	Name and birth date	Name and birth date	Name and birth date
Full or provisional cards	Provisional	Provisional	Full with provisional fallback	Full with provisional fallback
Card renewal	None	None	Yes for an additional fee	Yes for an additional fee
Non-resident registration	None	None	Provisional card fallback	Redirect to website
Minor card registration	None	Yes	Yes	Yes

Costs

	Aspen Discovery Self Registration	Quipu eCard	Patron Point eCard
Card registration with basic address verification	No additional cost	\$15,000/yr \$15,000 setup	\$7500/yr \$5,000 setup
Address verification (in library district)	N/A	\$1,500/yr \$3,000 setup	included
Identity verification (basic)	N/A	\$0/yr \$1,500 setup	N/A
Identity verification (advanced)	N/A	\$15,500/yr (30k) \$2,000 setup	\$0.30/transaction \$9000/yr (30k) \$22,500/yr (75k)
Fallback provisional card	N/A	\$0/yr \$2,500 setup	included
Additional languages	No additional cost	\$750 - \$1000 setup	TBD
Annual fees (address verification only)	N/A	\$16,500	\$7,500 (1 or 3 year contract)
Annual fees (address and ID verification)	N/A	\$32,000 (30k)	\$16,500 (30k) \$30,000 (75k)
Setup fees total	\$0	\$16,500 - \$22,500	\$5000

Setup fees

Setup fees are a one-time cost at the start of service. Quipu setup fees are based on what features are implemented.

Identity verification costs

Patron Point pricing uses a per transaction fee for identity verification. SWAN has confirmed that parents or guardians registering multiple minors would be verified one time.

Quipu has both basic and advanced identity verification. Advanced pricing is based on tiers, and exceeding 30,000 transactions would place us in a higher pricing tier. We do not have cost estimates for the higher pricing tiers. Basic identity verification only incurs a setup fee, but it may not be advanced enough for our libraries' needs.

Between May 2023 and May 2024, SWAN had approximately 75,000 total card registrations in 1 year, excluding patron records added when Addison Public Library joined the consortium. Approximately 15,000 of those registrations were patrons under 13 years of age, and 20,000 were under 18 years of age.

SWAN also reached out to ByWater Solutions about potential development for the Aspen Discovery Self Registration tool to incorporate identity verification. An integration with a third-party identity verification provider could be developed; that provider would then incur transaction fees that SWAN could pay directly.

Card renewal costs

Aspen Discovery Self Registration does not offer an online renewal option.

Patron Point and Quipu both offer card renewal options for an additional fee. Quipu has provided a quote for those libraries in SWAN that do not use an expiration of NEVER. Patron Point cannot provide firm pricing at the moment, but additional identity verification would incur the same \$0.30 per transaction fee.

While SWAN could further pursue a group purchase for card renewal, this becomes more complex as many libraries in SWAN do not expire patron cards. In addition, libraries that currently expire cards may want to pursue a policy change over implementing an additional online card renewal service.

Contract terms

Patron Point offered a 3-year contract, so that our annual fees would not increase for 3 years.

Privacy, security, and accessibility

All online registration tools pass patron information directly to the ILS without the need to store any patron data.

However, online card renewal would require storage of patron information in order to trigger the renewal process. SWAN would need to work with the vendor on data storage and retention procedures if a card renewal process was implemented.

Online registration forms for all three alternate platforms can be made accessible. The forms for Quipu and Patron Point are embedded in the library's website and/or Aspen and would inherit accessibility features and styles from the site.

Recommendation

SWAN recommends that we move from our current homegrown online registration solution to a SWAN-wide online registration form using a third-party solution with identity verification. By using a single SWAN-wide form, patrons could be routed to register with the correct home library if they do not know their library. The identity verification will help prevent fraudulent card sign-ups and help screen out non-resident patrons from attempting to obtain services for residents.

Patron Point is most likely a lower cost solution for SWAN, and two member libraries use it currently. We propose to present the solution at the September Quarterly meeting and add the costs for a new platform to the FY26 budget planning process.

SWAN is concerned with the storage of patron data, and recommends that we do not move forward with an online card renewal component. Libraries instead can investigate moving to an expiration of NEVER and relying on the NCOA processes currently in place.

If, during budget approval, libraries voice concerns about additional costs for a SWAN-wide online registration solution, we would move to the Aspen Discovery self-registration tool. The Aspen solution is included in the current SWAN maintenance and support with ByWater Solutions.

Appendix

Public libraries currently using the SWAN online patron registration tool:

1. Acorn Public Library District
2. Bloomingdale Public Library
3. Linda Sokol Francis Brookfield Library
4. Blue Island Public Library
5. Berkeley Public Library
6. Broadview Public Library District
7. Bensenville Community Public Library District
8. Bellwood Public Library
9. Berwyn Public Library
10. Cicero Public Library
11. Chicago Heights Public Library
12. Chicago Ridge Public Library
13. Carol Stream Public Library
14. Crete Public Library District
15. Crestwood Public Library District
16. Downers Grove Public Library
17. Elmwood Park Public Library
18. Eisenhower Public Library District
19. Evergreen Park Public Library
20. Franklin Park Library District
21. Forest Park Public Library
22. Frankfort Public Library District
23. Glen Ellyn Public Library
24. Green Hills Public Library District
25. Grande Prairie Public Library District
26. Glenside Public Library District
27. Glenwood-Lynwood Public Library District
28. Harvey Public Library District
29. Hinsdale Public Library
30. Hillside Public Library
31. Homewood Public Library District
32. Itasca Community Library
33. Justice Public Library District
34. Kaneville Public Library District

35. Lansing Public Library
36. Midlothian Public Library
37. Messenger Public Library of North Aurora
38. Markham Public Library
39. Melrose Park Public Library
40. Matteson Area Public Library District
41. Maywood Public Library District
42. Northlake Public Library District
43. North Riverside Public Library District
44. Oak Park Public Library
45. Palos Heights Public Library
46. Palos Park Public Library
47. Prairie Trails Public Library District
48. River Forest Public Library
49. Roselle Public Library District
50. Richton Park Public Library District
51. Summit Public Library District
52. Stickney-Forest View Public Library District
53. Sugar Grove Public Library District
54. South Holland Public Library
55. Town and Country Public Library District
56. Villa Park Public Library
57. West Chicago Public Library District
58. Westchester Public Library
59. Wood Dale Public Library District
60. Worth Public Library District
61. Woodridge Public Library
62. Warrenville Public Library District
63. Westmont Public Library

Libraries using another online patron registration tool:

1. Geneva Public Library District (Jotform, mail)
2. Hinsdale Public Library (Webform, mail)
3. Indian Prairie Public Library (Patron Point)
4. La Grange Park Public Library District (Google Forms, email)
5. St. Charles Public Library (Microsoft Forms, mail)
6. Steger-South Chicago Heights Public Library (Google Forms, in person pickup)
7. Tinley Park Public Library (Patron Point)

8. Westmont Public Library (Webform, mail)

Libraries with no online registration:

1. Addison Public Library
2. Alsip-Merrionette Park Public Library District
3. Beecher Community Library District
4. Batavia Public Library District
5. Bedford Park Public Library District
6. Bridgeview Public Library
7. Calumet Park Public Library
8. Calumet City Public Library
9. Clarendon Hills Public Library
10. Dolton Public Library District
11. Flossmoor Public Library
12. Hodgkins Public Library District
13. La Grange Public Library
14. Lyons Public Library
15. McCook Public Library District
16. Oak Brook Public Library
17. Oak Lawn Public Library
18. Park Forest Public Library
19. University Park Public Library District
20. Riverdale Public Library District
21. River Grove Public Library District
22. William Leonard Public Library District
23. Riverside Public Library
24. Schiller Park Public Library
25. Nancy L. McConathy Public Library District
26. Thomas Ford Memorial Library
27. Thornton Public Library



SWAN Administrators' & Directors' Quarterly Meeting

September 5, 2024

10:00 a.m. – 12:00 p.m.

Oak Brook Public Library

600 Oak Brook Road, Oak Brook, IL 60523

Please register in advance for access to the Zoom live stream:

Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Action Item – Approval of the June 6, 2024 Quarterly meeting minutes
5. Information Item—Gale proposal for subscription e-resources
6. Discussion Item – Online patron registration options for SWAN libraries
7. Information Item – SWAN Expo 2024 recap
8. Announcements and Questions
9. Next meeting: December 5, 2024

Member Comment after each agenda item. The Quarterly Meeting will be live streamed via Zoom, but advance registration is required using the link above.