

# SWAN BOARD MEETING AGENDA

September 20, 2024 9:30 a.m.

**Glen Ellyn Public Library  
400 Duane Street  
Glen Ellyn, IL 60137-4508**

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 September 20, 2024 SWAN Board Meeting Agenda (Exhibit pgs.1-2)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SEPTEMBER 20, 2024 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, July 2024 (Exhibit pgs. 3-18)

- a. Balance sheet and detail of expenditures for July 2024
- b. Approval of the payment of bills for July 1, 2024, through July 31, 2024 in the amount of \$396,013.68

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

5. Action Item – Approval of SWAN Financials, August 2024 (Exhibit pgs. 19-25)

- a. Balance sheet and detail of expenditures for August 2024
- b. Approval of the payment of bills for August 1, 2024, through August 31, 2024 in the amount of \$350,017.87

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

6. Action Item – Acceptance of the July 19, 2024, SWAN Board Meeting Minutes (Exhibit pgs. 26-30)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JULY 19, 2024 SWAN BOARD

MEETING MINUTES AS PRESENTED

- 7. Action Item – Acceptance of the July 19, 2024, SWAN Environmental Scan Task Force Meeting Minutes (Exhibit pg. 31)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JULY 19, 2024 SWAN BOARD ENVIRONMENTAL SCAN TASK FORCE MINUTES AS PRESENTED

- 8. Reports
  - a. Board President Report
  - b. Executive Director Report (Exhibit pgs. 32-49)
  - c. Operations Report (Exhibit pgs. 50-68)
  - d. Treasurer Report
  - e. Board Calendar (Exhibit pgs. 69-70)
- 9. Action Item – Appoint representative to RAILS Consortia Committee
- 10. Discussion Item – Online patron registration options for SWAN libraries
- 11. Discussion Item—Deaccession of SWAN office furniture (Exhibit pgs. 71-76)
- 12. Discussion Item – Review FY26 budget timetable (Exhibit pgs. 77-78)
- 13. 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

SWAN Library Services  
Balance Sheet  
As of July 31, 2024

	<u>Balance End of Month</u>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	276,117.28
Hinsdale Bank - MM - 5010	1,546,704.78
IMET Funds	354,828.98
Propay Funds	<u>42.86</u>
Total Cash and Cash Equivalents	<u>\$ 2,177,693.90</u>
 Current Assets	
Accounts Receivable	993,486.46
REINT Receivable	-
Other Receivables	-
Deposits	<u>23,467.08</u>
Total Current Assets	<u>\$ 1,016,953.54</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>\$ 4,572,795.47</u>
<b>LIABILITIES</b>	
Current Liabilities	
Library Consortia Special Interest Group Funds	5,786.46
Accrued Payroll	48,244.58
457B Payable	(1,702.26)
Retirement Payable	(823.00)
Compensated Absences	<u>109,749.24</u>
Total Current Liabilities	<u>\$ 161,255.02</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>\$ 951,800.32</u>
<b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	3,132,182.35
Total Beginning Net Assets	<u>\$ 3,132,182.35</u>
 Current YTD Net Income	<u>\$ 488,812.80</u>
 Total Fund Balance	<u>\$ 3,620,995.15</u>
 Total Liabilities and Fund Balances	<u>\$ 4,572,795.47</u>

**Statement of Revenue and Expenses Summary**  
**For the 1 Month Ended July 31, 2024**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
<b>Revenue</b>					
4000 - Membership Fees	\$717,088.75	\$717,088.75	\$2,875,427.00	\$ 2,158,338.25	24.94%
4100 - Membership Reimbursements	286,282.50	286,282.50	491,375.00	205,092.50	58.26%
4200 - Reimbursement for Losses	13,810.49	13,810.49	98,000.00	84,189.51	14.09%
4300 - Grant Revenue	-	-	500,616.00	500,616.00	0.00%
4400 - Registration & Event Receipts	-	-	5,000.00	5,000.00	0.00%
4500 - Investment & Interest	8,566.56	8,566.56	83,328.00	74,761.44	10.28%
<b>Total Revenue</b>	<u>1,025,748.30</u>	<u>1,025,748.30</u>	<u>4,053,746.00</u>	<u>3,027,997.70</u>	<u>25.30%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	109,236.65	109,236.65	1,577,736.00	1,468,499.35	6.92%
5020 - Personnel Benefits	38,526.18	38,526.18	445,419.00	406,892.82	8.65%
5100 - Building & Grounds	11,744.27	11,744.27	97,410.00	85,665.73	12.06%
5200 - Professional Development	213.06	213.06	14,700.00	14,486.94	1.45%
5300 - Membership Development	2,166.03	2,166.03	10,750.00	8,583.97	20.15%
5400 - Information & Technology Services	351,248.74	351,248.74	1,206,700.00	855,451.26	29.11%
5500 - General Office	676.31	676.31	12,700.00	12,023.69	5.33%
5600 - Hardware & Equipment	-	-	2,000.00	2,000.00	0.00%
5700 - Insurance	-	-	11,400.00	11,400.00	0.00%
5800 - Contractual Services	8,512.22	8,512.22	125,760.00	117,247.78	6.77%
5900 - Library Materials & Content	14,387.07	14,387.07	584,375.00	569,987.93	2.46%
6000 - Interest & Fees	224.97	224.97	2,474.00	2,249.03	9.09%
<b>Total Expenses</b>	<u>536,935.50</u>	<u>536,935.50</u>	<u>4,093,745.90</u>	<u>3,556,810.40</u>	<u>13.12%</u>
<b>Excess Revenues less Expenses</b>	<u>\$ 488,812.80</u>	<u>\$ 488,812.80</u>	<u>\$ (39,999.90)</u>	<u>\$ (528,812.70)</u>	

# Statement of Revenue and Expenses

## For the 1 Month Ended July 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 717,088.75	\$ 717,088.75	\$ 2,871,727.00	\$ 2,154,638.25	24.97%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	286,282.50	286,282.50	491,375.00	205,092.50	58.26%
4220 - Reimbursement Losses for Resource Sharing	10,274.13	10,274.13	50,000.00	39,725.87	20.55%
4240 - E-Commerce Transactions	3,536.36	3,536.36	43,000.00	39,463.64	8.22%
4250 - Deaccession Transactions	0.00	0.00	5,000.00	5,000.00	0.00%
4310 - RAILS Support to SWAN	0.00	0.00	500,616.00	500,616.00	0.00%
4499 - Annual Conference Receipts	0.00	0.00	5,000.00	5,000.00	0.00%
4510 - Interest Income	8,566.56	8,566.56	83,328.00	74,761.44	10.28%
<b>Total Revenue</b>	<u>1,025,748.30</u>	<u>1,025,748.30</u>	<u>4,053,746.00</u>	<u>3,027,997.70</u>	<u>25.30%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	109,236.65	109,236.65	1,577,736.00	1,468,499.35	6.92%
5021 - FICA Expense	8,052.86	8,052.86	120,700.00	112,647.14	6.67%
5023 - Worker's Compensation	0.00	0.00	4,719.00	4,719.00	0.00%
5024 - Retirement Benefits	15,942.56	15,942.56	143,700.00	127,757.44	11.09%
5025 - Health, Dental, Life And Disability Insurance	14,460.76	14,460.76	174,800.00	160,339.24	8.27%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	70.00	70.00	400.00	330.00	17.50%
5110 - Rent/Lease	10,187.75	10,187.75	88,000.00	77,812.25	11.58%
5120 - Utilities	1,045.67	1,045.67	4,300.00	3,254.33	24.32%
5130 - Property Insurance	0.00	0.00	650.00	650.00	0.00%
5140 - Repairs & Maintenance	185.85	185.85	960.00	774.15	19.36%
5150 - Custodial Service & Supplies	325.00	325.00	3,500.00	3,175.00	9.29%
5210 - Conference Travel	0.00	0.00	6,000.00	6,000.00	0.00%
5220 - Staff Meetings	30.06	30.06	900.00	869.94	3.34%
5230 - Staff Professional Development	0.00	0.00	4,000.00	4,000.00	0.00%
5240 - Professional Association Membership Dues	183.00	183.00	2,500.00	2,317.00	7.32%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	0.00	500.00	500.00	0.00%
5310 - Travel Reimbursement	1,723.28	1,723.28	800.00	(923.28)	215.41%
5330 - Library Professional Development	442.75	442.75	7,450.00	7,007.25	5.94%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5420 - Application Software Licensing	3,450.00	3,450.00	16,800.00	13,350.00	20.54%
5430 - Server Software Licensing	37,126.04	37,126.04	121,800.00	84,673.96	30.48%
5440 - Library Services Platform	199,935.50	199,935.50	921,000.00	721,064.50	21.71%
5450 - Data Management Services	0.00	0.00	33,000.00	33,000.00	0.00%
5460 - Information Subscription Service	78,826.32	78,826.32	75,700.00	(3,126.32)	104.13%
5470 - Subscription Support Services	30,809.00	30,809.00	23,200.00	(7,609.00)	132.80%
5480 - Telecommunications	1,101.88	1,101.88	14,500.00	13,398.12	7.60%
5490 - Group Purchases - Services	0.00	0.00	700.00	700.00	0.00%
5510 - Office Supplies	88.94	88.94	2,200.00	2,111.06	4.04%
5520 - Postage	70.35	70.35	500.00	429.65	14.07%
5550 - Furniture	0.00	0.00	10,000.00	10,000.00	0.00%
5599 - Annual Conference Supplies	517.02	517.02	0.00	(517.02)	0.00%
5620 - Hardware	0.00	0.00	2,000.00	2,000.00	0.00%
5700 - Insurance	0.00	0.00	11,400.00	11,400.00	0.00%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	1,055.00	1,055.00	19,160.00	18,105.00	5.51%
5830 - Consulting	0.00	0.00	5,000.00	5,000.00	0.00%
5840 - Payroll Service Fees	329.36	329.36	4,500.00	4,170.64	7.32%
5860 - Notification & Collection	7,127.86	7,127.86	86,700.00	79,572.14	8.22%
SWAN Board meeting					

## Statement of Revenue and Expenses For the 1 Month Ended July 31, 2024

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
5899 - Annual Conference Facility Contract	0.00	0.00	8,900.00	8,900.00	0.00%
5920 - Reimburse for Resource Sharing	10,121.73	10,121.73	50,000.00	39,878.27	20.24%
5940 - E-Commerce Payment Transactions	4,265.34	4,265.34	43,000.00	38,734.66	9.92%
5990 - Group Purchases - Content	0.00	0.00	491,375.00	491,375.00	0.00%
6010 - Bank Fees	224.97	224.97	2,424.00	2,199.03	9.28%
6020 - Merchant Account Fees	0.00	0.00	50.00	50.00	0.00%
6110 - Depreciation	0.00	0.00	2,321.90	2,321.90	0.00%
<b>Total Expenses</b>	<u>536,935.50</u>	<u>536,935.50</u>	<u>4,093,745.90</u>	<u>3,556,810.40</u>	<u>13.12%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ 488,812.80</u>	 <u>\$ 488,812.80</u>	 <u>\$ (39,999.90)</u>	 <u>\$ (528,812.70)</u>	

# SWAN Library Services

## Check Register

All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
Addison Public Library				10733	07/18/24	<u>34.16</u>
5940	E-Commerce Payment Transactions	Addison Public Library	34.16			
Batavia Public Library				10734	07/18/24	<u>338.29</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	338.29			
Beecher Community Library District				10735	07/18/24	<u>6.28</u>
5940	E-Commerce Payment Transactions	Beecher Community Library District	6.28			
Bensenville Public Library				10736	07/18/24	<u>14.16</u>
5940	E-Commerce Payment Transactions	Bensenville Public Library	14.16			
Berwyn Public Library				10737	07/18/24	<u>64.73</u>
5940	E-Commerce Payment Transactions	Berwyn Public Library	64.73			
Bloomingtondale Public Library				10738	07/18/24	<u>70.68</u>
5940	E-Commerce Payment Transactions	Bloomingtondale Public Library	70.68			
Broadview Public Library District				10739	07/18/24	<u>42.61</u>
5940	E-Commerce Payment Transactions	Broadview Public Library District	42.61			
Calumet City Public Library				10740	07/18/24	<u>15.11</u>
5940	E-Commerce Payment Transactions	Calumet City Public Library	15.11			
Carol Stream Public Library				10741	07/18/24	<u>145.47</u>
5940	E-Commerce Payment Transactions	Carol Stream Public Library	145.47			
Chicago Heights Public Library				10742	07/18/24	<u>14.75</u>
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	14.75			
Cicero Public Library				10743	07/18/24	<u>18.82</u>
5940	E-Commerce Payment Transactions	Cicero Public Library	18.82			
Clarendon Hills Public Library				10744	07/18/24	<u>54.74</u>
5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	54.74			

## SWAN Library Services

### Check Register

All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Crestwood Public Library District 5940	E-Commerce Payment Transactions	Crestwood Public Library District	13.70	10745	07/18/24	<u>13.70</u>
Crete Public Library District 5940	E-Commerce Payment Transactions	Crete Public Library District	51.60	10746	07/18/24	<u>51.60</u>
Elmwood Park Public Library 5940	E-Commerce Payment Transactions	Elmwood Park Public Library	5.61	10747	07/18/24	<u>5.61</u>
Flossmoor Public Library 5940	E-Commerce Payment Transactions	Flossmoor Public Library	244.93	10748	07/18/24	<u>244.93</u>
Forest Park Public Library 5940	E-Commerce Payment Transactions	Forest Park Public Library	95.57	10749	07/18/24	<u>95.57</u>
Franklin Park Public Library District 5940	E-Commerce Payment Transactions	Franklin Park Public Library District	13.12	10750	07/18/24	<u>13.12</u>
Geneva Public Library District 5940	E-Commerce Payment Transactions	Geneva Public Library District	305.31	10751	07/18/24	<u>305.31</u>
Glen Ellyn Public Library 5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	25.41	10752	07/18/24	<u>25.41</u>
Glenside Public Library 5940	E-Commerce Payment Transactions	Glenside Public Library	40.02	10753	07/18/24	<u>40.02</u>
Grande Prairie Public Library 5940	E-Commerce Payment Transactions	Grande Prairie Public Library	34.68	10754	07/18/24	<u>34.68</u>
Green Hills Public Library District 5940	E-Commerce Payment Transactions	Green Hills Public Library District	18.82	10755	07/18/24	<u>18.82</u>
Hinsdale Public Library 5940	E-Commerce Payment Transactions	Hinsdale Public Library	53.67	10756	07/18/24	<u>53.67</u>



# SWAN Library Services

## Check Register

All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Hodgkins Public Library District 5940	E-Commerce Payment Transactions	Hodgkins Public Library District	11.80	10757	07/18/24	<u>11.80</u>
Itasca Community Library 5940	E-Commerce Payment Transactions	Itasca Community Library	35.39	10758	07/18/24	<u>35.39</u>
Justice Public Library District 5940	E-Commerce Payment Transactions	Justice Public Library District	50.51	10759	07/18/24	<u>50.51</u>
Lansing Public Library 5940	E-Commerce Payment Transactions	Lansing Public Library	22.62	10760	07/18/24	<u>22.62</u>
Linda Sokol Francis Brookfield Library 5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	38.11	10761	07/18/24	<u>38.11</u>
Lyons Public Library 5940	E-Commerce Payment Transactions	Lyons Public Library	7.90	10762	07/18/24	<u>7.90</u>
Matteson Public Library 5940	E-Commerce Payment Transactions	Matteson Public Library	11.22	10763	07/18/24	<u>11.22</u>
Messenger Public Library of North Aurora 5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	17.20	10764	07/18/24	<u>17.20</u>
Midlothian Public Library 5940	E-Commerce Payment Transactions	Midlothian Public Library	14.11	10765	07/18/24	<u>14.11</u>
Oak Brook Public Library 5940	E-Commerce Payment Transactions	Oak Brook Public Library	46.22	10766	07/18/24	<u>46.22</u>
Oak Lawn Public Library 5940	E-Commerce Payment Transactions	Oak Lawn Public Library	67.63	10767	07/18/24	<u>67.63</u>
Oak Park Public Library 5940	E-Commerce Payment Transactions	Oak Park Public Library	944.80	10768	07/18/24	<u>944.80</u>

# SWAN Library Services

## Check Register

All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Park Forest Public Library 5940	E-Commerce Payment Transactions	Park Forest Public Library	46.44	10769	07/18/24	<u>46.44</u>
River Forest Public Library 5940	E-Commerce Payment Transactions	River Forest Public Library	28.22	10770	07/18/24	<u>28.22</u>
Schiller Park Public Library 5940	E-Commerce Payment Transactions	Schiller Park Public Library	63.54	10771	07/18/24	<u>63.54</u>
St. Charles Public Library District 5940	E-Commerce Payment Transactions	St. Charles Public Library District	742.43	10772	07/18/24	<u>742.43</u>
Steger-South Chicago Heights 5940	E-Commerce Payment Transactions	Steger-South Chicago Heights	19.74	10773	07/18/24	<u>19.74</u>
Town & Country Public Library District 5940	E-Commerce Payment Transactions	Town & Country Public Library District	12.25	10774	07/18/24	<u>12.25</u>
University Park Public Library District 5940	E-Commerce Payment Transactions	University Park Public Library District	15.63	10775	07/18/24	<u>15.63</u>
Villa Park Public Library 5940	E-Commerce Payment Transactions	Villa Park Public Library	135.03	10776	07/18/24	<u>135.03</u>
Westchester Public Library 5940	E-Commerce Payment Transactions	Westchester Public Library	25.94	10777	07/18/24	<u>25.94</u>
Westmont Public Library 5940	E-Commerce Payment Transactions	Westmont Public Library	53.13	10778	07/18/24	<u>53.13</u>
William Leonard Public Library District 5940	E-Commerce Payment Transactions	William Leonard Public Library District	63.15	10779	07/18/24	<u>63.15</u>
Woodridge Public Library 5940	E-Commerce Payment Transactions	Woodridge Public Library	70.09	10780	07/18/24	<u>70.09</u>

## SWAN Library Services

### Check Register

All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
American Library Association 5240	Professional Association Membership Dues	American Library Association	183.00	10781	07/18/24	<u>183.00</u>
Cynthia Romanowski 5310	Travel Reimbursement	Cynthia Romanowski - ALA	1,594.64	10782	07/18/24	<u>1,594.64</u>
Lauterbach & Amen, LLP 5820	Accounting	Lauterbach & Amen, LLP - June	1,055.00	10783	07/18/24	<u>1,055.00</u>
Oak Lawn Public Library 4010	SWAN Full Membership Fees	Oak Lawn Public Library FY24 overpayment on SWAN fees	3,409.00	10784	07/18/24	<u>3,409.00</u>
Reliance Standard Life Insurance Co. 5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. Jul7 2024	899.01	10785	07/18/24	<u>899.01</u>
Unique Integrated Communications, Inc. 5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	6,715.50	10786	07/18/24	<u>7,127.86</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices	372.36			
5860	Notification & Collection	Unique Integrated Communications, Inc. -Curbside	40.00			
United States Treasury 5025	Health, Dental, Life And Disability Insurance	United States Treasury PCORI fee	54.74	10787	07/18/24	<u>54.74</u>
Acorn Public Library 5920	Reimburse for Resource Sharing	Acorn Public Library	219.06	10788	07/18/24	<u>219.06</u>
Addison Public Library 5920	Reimburse for Resource Sharing	Addison Public Library	707.17	10789	07/18/24	<u>707.17</u>
Alsip-Merrionette Park Public Library 5920	Reimburse for Resource Sharing	Alsip-Merrionette Park Public Library	249.87	10790	07/18/24	<u>249.87</u>

# SWAN Library Services

## Check Register

All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Batavia Public Library 5920	Reimburse for Resource Sharing	Batavia Public Library	245.17	10791	07/18/24	<u>245.17</u>
Bedford Park Public Library District 5920	Reimburse for Resource Sharing	Bedford Park Public Library District	195.00	10792	07/18/24	<u>195.00</u>
Beecher Community Library District 5920	Reimburse for Resource Sharing	Beecher Community Library District	28.00	10793	07/18/24	<u>28.00</u>
Bensenville EL School District # 2 5920	Reimburse for Resource Sharing	Bensenville EL School District # 2	40.99	10794	07/18/24	<u>40.99</u>
Berwyn Public Library 5920	Reimburse for Resource Sharing	Berwyn Public Library	263.13	10795	07/18/24	<u>263.13</u>
Bloomingtondale Public Library 5920	Reimburse for Resource Sharing	Bloomingtondale Public Library	435.71	10796	07/18/24	<u>435.71</u>
Broadview Public Library District 5920	Reimburse for Resource Sharing	Broadview Public Library District	312.00	10797	07/18/24	<u>312.00</u>
Carol Stream Public Library 5920	Reimburse for Resource Sharing	Carol Stream Public Library	74.58	10798	07/18/24	<u>74.58</u>
Chicago Ridge Public Library 5920	Reimburse for Resource Sharing	Chicago Ridge Public Library	51.38	10799	07/18/24	<u>51.38</u>
Clarendon Hills Public Library 5920	Reimburse for Resource Sharing	Clarendon Hills Public Library	38.87	10800	07/18/24	<u>38.87</u>
Crestwood Public Library District 5920	Reimburse for Resource Sharing	Crestwood Public Library District	180.00	10801	07/18/24	<u>180.00</u>
Dolton Public Library District 5920	Reimburse for Resource Sharing	Dolton Public Library District	261.98	10802	07/18/24	<u>261.98</u>

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Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Eisenhower Public Library District 5920	Reimburse for Resource Sharing	Eisenhower Public Library District	68.01	10803	07/18/24	<u>68.01</u>
Flossmoor Public Library 5920	Reimburse for Resource Sharing	Flossmoor Public Library	925.04	10804	07/18/24	<u>925.04</u>
Forest Park Public Library 5920	Reimburse for Resource Sharing	Forest Park Public Library	40.27	10805	07/18/24	<u>40.27</u>
Frankfort Public Library District 5920	Reimburse for Resource Sharing	Frankfort Public Library District	215.19	10806	07/18/24	<u>215.19</u>
Franklin Park Public Library District 5920	Reimburse for Resource Sharing	Franklin Park Public Library District	161.27	10807	07/18/24	<u>161.27</u>
Glen Ellyn Public Library 5920	Reimburse for Resource Sharing	Glen Ellyn Public Library	259.89	10808	07/18/24	<u>259.89</u>
Glenwood-Lynwood Public Library 5920	Reimburse for Resource Sharing	Glenwood-Lynwood Public Library	67.04	10809	07/18/24	<u>67.04</u>
Green Hills Public Library District 5920	Reimburse for Resource Sharing	Green Hills Public Library District	278.80	10810	07/18/24	<u>278.80</u>
Harvey Public Library District 5920	Reimburse for Resource Sharing	Harvey Public Library District	49.00	10811	07/18/24	<u>49.00</u>
Hillside Public Library 5920	Reimburse for Resource Sharing	Hillside Public Library	317.05	10812	07/18/24	<u>317.05</u>
Hinsdale Public Library 5920	Reimburse for Resource Sharing	Hinsdale Public Library	33.40	10813	07/18/24	<u>33.40</u>
Hodgkins Public Library District 5920	Reimburse for Resource Sharing	Hodgkins Public Library District	75.00	10814	07/18/24	<u>75.00</u>
Homewood Public Library District 5920	Reimburse for Resource Sharing	Homewood Public Library District	335.92	10815	07/18/24	<u>335.92</u>

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All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Homewood Public Library District	335.92			
Itasca Community Library				10816	07/18/24	<u>120.95</u>
5920	Reimburse for Resource Sharing	Itasca Community Library	120.95			
Kaneville Public Library District				10817	07/18/24	<u>190.47</u>
5920	Reimburse for Resource Sharing	Kaneville Public Library District	190.47			
Lansing Public Library				10818	07/18/24	<u>61.78</u>
5920	Reimburse for Resource Sharing	Lansing Public Library	61.78			
Lincolnwood Public Library District				10819	07/18/24	<u>192.90</u>
5920	Reimburse for Resource Sharing	Lincolnwood Public Library District	192.90			
Matteson Public Library				10820	07/18/24	<u>355.00</u>
5920	Reimburse for Resource Sharing	Matteson Public Library	355.00			
McCook Public Library District				10821	07/18/24	<u>99.46</u>
5920	Reimburse for Resource Sharing	McCook Public Library District	99.46			
Melrose Park Public Library				10822	07/18/24	<u>41.00</u>
5920	Reimburse for Resource Sharing	Melrose Park Public Library	41.00			
Messenger Public Library of North Aurora				10823	07/18/24	<u>43.07</u>
5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora	43.07			
Midlothian Public Library				10824	07/18/24	<u>309.62</u>
5920	Reimburse for Resource Sharing	Midlothian Public Library	309.62			
National University of Health Sciences				10825	07/18/24	<u>20.00</u>
5920	Reimburse for Resource Sharing	National University of Health Sciences	20.00			
North Riverside Public Library District				10826	07/18/24	<u>147.00</u>
5920	Reimburse for Resource Sharing	North Riverside Public Library District	147.00			

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All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Northlake Public Library District 5920	Reimburse for Resource Sharing	Northlake Public Library District	53.42	10827	07/18/24	<u>53.42</u>
Oak Brook Public Library 5920	Reimburse for Resource Sharing	Oak Brook Public Library	59.37	10828	07/18/24	<u>59.37</u>
Oak Lawn Public Library 5920	Reimburse for Resource Sharing	Oak Lawn Public Library	221.08	10829	07/18/24	<u>221.08</u>
Palos Heights Public Library 5920	Reimburse for Resource Sharing	Palos Heights Public Library	203.80	10830	07/18/24	<u>203.80</u>
Prairie State College 5920	Reimburse for Resource Sharing	Prairie State College	157.00	10831	07/18/24	<u>157.00</u>
Prairie Trails Public Library District 5920	Reimburse for Resource Sharing	Prairie Trails Public Library District	27.86	10832	07/18/24	<u>27.86</u>
Richton Park Public Library District 5920	Reimburse for Resource Sharing	Richton Park Public Library District	143.22	10833	07/18/24	<u>143.22</u>
River Grove Public Library District 5920	Reimburse for Resource Sharing	River Grove Public Library District	14.98	10834	07/18/24	<u>14.98</u>
Riverside Public Library 5920	Reimburse for Resource Sharing	Riverside Public Library	6.93	10835	07/18/24	<u>6.93</u>
Roselle Public Library 5920	Reimburse for Resource Sharing	Roselle Public Library	129.91	10836	07/18/24	<u>129.91</u>
Schiller Park Public Library 5920	Reimburse for Resource Sharing	Schiller Park Public Library	22.00	10837	07/18/24	<u>22.00</u>
St. Charles Public Library District 5920	Reimburse for Resource Sharing	St. Charles Public Library District	46.01	10838	07/18/24	<u>46.01</u>
Steger-South Chicago Heights 5920	Reimburse for Resource Sharing	Steger-South Chicago Heights	93.50	10839	07/18/24	<u>93.50</u>

## SWAN Library Services

### Check Register

All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Steger-South Chicago Heights	93.50			
Stickney-Forest View Public Library District				10840	07/18/24	<u>44.67</u>
5920	Reimburse for Resource Sharing	Stickney-Forest View Public Library District	44.67			
Sugar Grove Public Library District				10841	07/18/24	<u>48.82</u>
5920	Reimburse for Resource Sharing	Sugar Grove Public Library District	48.82			
The Morton Arboretum				10842	07/18/24	<u>200.00</u>
5920	Reimburse for Resource Sharing	The Morton Arboretum	200.00			
The Theosophical Society in America				10843	07/18/24	<u>67.18</u>
5920	Reimburse for Resource Sharing	The Theosophical Society in America	67.18			
Thomas Ford Memorial Library				10844	07/18/24	<u>159.02</u>
5920	Reimburse for Resource Sharing	Thomas Ford Memorial Library	159.02			
Tinley Park Public Library				10845	07/18/24	<u>484.34</u>
5920	Reimburse for Resource Sharing	Tinley Park Public Library	484.34			
Warrenville Public Library District				10846	07/18/24	<u>167.82</u>
5920	Reimburse for Resource Sharing	Warrenville Public Library District	167.82			
Wood Dale Public Library District				10847	07/18/24	<u>60.76</u>
5920	Reimburse for Resource Sharing	Wood Dale Public Library District	60.76			
4imprint				10848	07/18/24	<u>517.02</u>
5599	Annual Conference Supplies	4imprint SWAN expo stickers	517.02			
Comcast				10849	07/18/24	<u>764.95</u>
5480	Telecommunications	Comcast - Jul 01, 2024 to Jul 31, 2024	764.95			
Sayers				10850	07/18/24	<u>31,350.39</u>
5430	Server Software Licensing	Sayers - Artic Wolf Renewal	31,350.39			



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All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Scott Brandwein				10851	07/18/24	<u>158.70</u>
5310	Travel Reimbursement	Scott Brandwein - mileage to Board Mtgs	128.64			
5220	Staff Meetings	Scott Brandwein	30.06			
Wellness Insurance Network-WIN				10852	07/18/24	<u>158.18</u>
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN July 2024	158.18			
First Bankcard				51200	07/17/24	<u>11,129.86</u>
5420	Application Software Licensing	First Bankcard - Poll Everywhere	99.00			
5520	Postage	First Bankcard - USPS	70.35			
5510	Office Supplies	First Bankcard - Office Max	43.99			
5420	Application Software Licensing	First Bankcard - Asana	3,297.00			
5480	Telecommunications	First Bankcard - Grasshopper	48.93			
5140	Repairs & Maintenance	First Bankcard - Imperial Surveillance	185.85			
5330	Library Professional Development	First Bankcard - ICS Learning Group	442.75			
5480	Telecommunications	First Bankcard - Microsoft calling plan	288.00			
5470	Subscription Support Services	First Bankcard - Sendgrid	289.00			
5120	Utilities	First Bankcard - ComEd - 4/22/24-5/21/24	490.39			
5510	Office Supplies	First Bankcard - Amazon	44.95			
5430	Server Software Licensing	First Bankcard - Microsoft azure	5,606.86			
5420	Application Software Licensing	First Bankcard - Mailchimp	54.00			
5430	Server Software Licensing	First Bankcard - DNS made easy	96.00			
5430	Server Software Licensing	First Bankcard - DNS made easy	72.79			
ComEd				51201	07/01/24	<u>555.28</u>
5120	Utilities	ComEd - 5/21/24 - 6/20/24	555.28			
Quail Ridge Drive Investors, LLC				51203	07/31/24	<u>10,187.75</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - August	10,187.75			
EBSCO Information Services				51204	07/30/24	<u>244,245.01</u>
5460	Information Subscription Service	EBSCO Information Services - Novelist Select	59,059.51			

## SWAN Library Services

### Check Register

All Bank Accounts

July 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5440	Library Services Platform	EBSCO Information Services - Open Athens	66,512.00			
5440	Library Services Platform	EBSCO Information Services - EBSCO package	119,236.00			
5440	Library Services Platform	EBSCO Information Services	-562.50			
Halo Software				51205	07/30/24	<u>30,520.00</u>
5470	Subscription Support Services	Halo Software	30,520.00			
LIMRiCC				51206	07/30/24	<u>17,624.41</u>
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - July	17,624.41			
ProQuest LLC				51207	07/30/24	<u>19,766.81</u>
5460	Information Subscription Service	ProQuest LLC - 7/1/24 -6/30/25	19,766.81			
T.A. Systems Inc.				51208	07/30/24	<u>325.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc.- June	325.00			
					<b>Check List Total</b>	<u><u>396,013.68</u></u>

SWAN Library Services  
Balance Sheet  
As of August 31, 2024

	<u>Balance End of Month</u>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	717,601.20
Hinsdale Bank - MM - 5010	1,553,762.88
IMET Funds	356,363.99
Propay Funds	<u>42.86</u>
Total Cash and Cash Equivalents	<u>\$ 2,627,770.93</u>
 Current Assets	
Accounts Receivable	150,348.98
REINT Receivable	-
Other Receivables	-
Deposits	<u>23,467.08</u>
Total Current Assets	<u>\$ 173,816.06</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>\$ 4,179,735.02</u>
<b>LIABILITIES</b>	
Current Liabilities	
Library Consortia Special Interest Group Funds	5,786.46
Accrued Payroll	48,244.58
457B Payable	(1,702.26)
Retirement Payable	(823.00)
Compensated Absences	<u>109,749.24</u>
Total Current Liabilities	<u>\$ 161,255.02</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>\$ 951,800.32</u>
<b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	3,132,182.35
Total Beginning Net Assets	<u>\$ 3,132,182.35</u>
 Current YTD Net Income	<u>\$ 95,752.35</u>
 Total Fund Balance	<u>\$ 3,227,934.70</u>
 Total Liabilities and Fund Balances	<u>\$ 4,179,735.02</u>

**Statement of Revenue and Expenses Summary**  
**For the 2 Months Ended August 31, 2024**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
<b>Revenue</b>					
4000 - Membership Fees	\$1,717.75	\$718,806.50	\$2,875,427.00	\$ 2,156,620.50	25.00%
4100 - Membership Reimbursements	13,402.06	299,684.56	491,375.00	191,690.44	60.99%
4200 - Reimbursement for Losses	-	13,810.49	98,000.00	84,189.51	14.09%
4300 - Grant Revenue	125,153.92	125,153.92	500,616.00	375,462.08	25.00%
4400 - Registration & Event Receipts	-	-	5,000.00	5,000.00	0.00%
4500 - Investment & Interest	8,596.03	17,162.59	83,328.00	66,165.41	20.60%
<b>Total Revenue</b>	<u>148,869.76</u>	<u>1,174,618.06</u>	<u>4,053,746.00</u>	<u>2,879,127.94</u>	<u>28.98%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	167,035.31	276,271.96	1,577,736.00	1,301,464.04	17.51%
5020 - Personnel Benefits	41,150.42	79,676.60	445,419.00	365,742.40	17.89%
5100 - Building & Grounds	11,149.31	22,893.58	97,410.00	74,516.42	23.50%
5200 - Professional Development	795.00	1,008.06	14,700.00	13,691.94	6.86%
5300 - Membership Development	442.75	2,608.78	10,750.00	8,141.22	24.27%
5400 - Information & Technology Services	14,692.34	365,941.08	1,206,700.00	840,758.92	30.33%
5500 - General Office	156.21	832.52	12,700.00	11,867.48	6.56%
5600 - Hardware & Equipment	1,467.14	1,467.14	2,000.00	532.86	73.36%
5700 - Insurance	-	-	11,400.00	11,400.00	0.00%
5800 - Contractual Services	8,658.97	17,171.19	125,760.00	108,588.81	13.65%
5900 - Library Materials & Content	296,105.46	310,492.53	584,375.00	273,882.47	53.13%
6000 - Interest & Fees	277.30	502.27	2,474.00	1,971.73	20.30%
<b>Total Expenses</b>	<u>541,930.21</u>	<u>1,078,865.71</u>	<u>4,093,745.90</u>	<u>3,014,880.19</u>	<u>26.35%</u>
<b>Excess Revenues less Expenses</b>	<u>\$ (393,060.45)</u>	<u>\$ 95,752.35</u>	<u>\$ (39,999.90)</u>	<u>\$ (135,752.25)</u>	

**Statement of Revenue and Expenses**  
**For the 2 Months Ended August 31, 2024**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 1,717.75	\$ 718,806.50	\$ 2,871,727.00	\$ 2,152,920.50	25.03%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	13,402.06	299,684.56	491,375.00	191,690.44	60.99%
4220 - Reimbursement Losses for Resource Sharing	0.00	10,274.13	50,000.00	39,725.87	20.55%
4240 - E-Commerce Transactions	0.00	3,536.36	43,000.00	39,463.64	8.22%
4250 - Deaccession Transactions	0.00	0.00	5,000.00	5,000.00	0.00%
4310 - RAILS Support to SWAN	125,153.92	125,153.92	500,616.00	375,462.08	25.00%
4499 - Annual Conference Receipts	0.00	0.00	5,000.00	5,000.00	0.00%
4510 - Interest Income	8,596.03	17,162.59	83,328.00	66,165.41	20.60%
<b>Total Revenue</b>	<u>148,869.76</u>	<u>1,174,618.06</u>	<u>4,053,746.00</u>	<u>2,879,127.94</u>	<u>28.98%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	167,035.31	276,271.96	1,577,736.00	1,301,464.04	17.51%
5021 - FICA Expense	12,493.29	20,546.15	120,700.00	100,153.85	17.02%
5023 - Worker's Compensation	0.00	0.00	4,719.00	4,719.00	0.00%
5024 - Retirement Benefits	15,906.52	31,849.08	143,700.00	111,850.92	22.16%
5025 - Health, Dental, Life And Disability Insurance	12,750.61	27,211.37	174,800.00	147,588.63	15.57%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	0.00	70.00	400.00	330.00	17.50%
5110 - Rent/Lease	10,187.75	20,375.50	88,000.00	67,624.50	23.15%
5120 - Utilities	701.56	1,747.23	4,300.00	2,552.77	40.63%
5130 - Property Insurance	0.00	0.00	650.00	650.00	0.00%
5140 - Repairs & Maintenance	0.00	185.85	960.00	774.15	19.36%
5150 - Custodial Service & Supplies	260.00	585.00	3,500.00	2,915.00	16.71%
5210 - Conference Travel	0.00	0.00	6,000.00	6,000.00	0.00%
5220 - Staff Meetings	0.00	30.06	900.00	869.94	3.34%
5230 - Staff Professional Development	0.00	0.00	4,000.00	4,000.00	0.00%
5240 - Professional Association Membership Dues	0.00	183.00	2,500.00	2,317.00	7.32%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	795.00	795.00	500.00	(295.00)	159.00%
5310 - Travel Reimbursement	0.00	1,723.28	800.00	(923.28)	215.41%
5330 - Library Professional Development	442.75	885.50	7,450.00	6,564.50	11.89%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5420 - Application Software Licensing	153.00	3,603.00	16,800.00	13,197.00	21.45%
5430 - Server Software Licensing	5,774.48	42,900.52	121,800.00	78,899.48	35.22%
5440 - Library Services Platform	0.00	199,935.50	921,000.00	721,064.50	21.71%
5450 - Data Management Services	7,373.98	7,373.98	33,000.00	25,626.02	22.35%
5460 - Information Subscription Service	0.00	78,826.32	75,700.00	(3,126.32)	104.13%
5470 - Subscription Support Services	289.00	31,098.00	23,200.00	(7,898.00)	134.04%
5480 - Telecommunications	1,101.88	2,203.76	14,500.00	12,296.24	15.20%
5490 - Group Purchases - Services	0.00	0.00	700.00	700.00	0.00%
5510 - Office Supplies	74.98	163.92	2,200.00	2,036.08	7.45%
5520 - Postage	81.23	151.58	500.00	348.42	30.32%
5550 - Furniture	0.00	0.00	10,000.00	10,000.00	0.00%
5599 - Annual Conference Supplies	0.00	517.02	0.00	(517.02)	0.00%
5620 - Hardware	1,467.14	1,467.14	2,000.00	532.86	73.36%
5700 - Insurance	0.00	0.00	11,400.00	11,400.00	0.00%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	1,085.00	2,140.00	19,160.00	17,020.00	11.17%
5830 - Consulting	0.00	0.00	5,000.00	5,000.00	0.00%
5840 - Payroll Service Fees	438.97	768.33	4,500.00	3,731.67	17.07%
5860 - Notification & Collection	7,135.00	14,262.86	86,700.00	72,437.14	16.45%
SWAN Board meeting					

**Statement of Revenue and Expenses**  
**For the 2 Months Ended August 31, 2024**

	<b>Month-to-Date Actual</b>	<b>Year-to-Date Actual</b>	<b>Annual Budget</b>	<b>Remaining Budget</b>	<b>% Collected Expended</b>
5899 - Annual Conference Facility Contract	0.00	0.00	8,900.00	8,900.00	0.00%
5920 - Reimburse for Resource Sharing	0.00	10,121.73	50,000.00	39,878.27	20.24%
5940 - E-Commerce Payment Transactions	0.00	4,265.34	43,000.00	38,734.66	9.92%
5990 - Group Purchases - Content	296,105.46	296,105.46	491,375.00	195,269.54	60.26%
6010 - Bank Fees	277.30	502.27	2,424.00	1,921.73	20.72%
6020 - Merchant Account Fees	0.00	0.00	50.00	50.00	0.00%
6110 - Depreciation	0.00	0.00	2,321.90	2,321.90	0.00%
<b>Total Expenses</b>	<u>541,930.21</u>	<u>1,078,865.71</u>	<u>4,093,745.90</u>	<u>3,014,880.19</u>	<u>26.35%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ (393,060.45)</u>	 <u>\$ 95,752.35</u>	 <u>\$ (39,999.90)</u>	 <u>\$ (135,752.25)</u>	

## SWAN Library Services

### Check Register

All Bank Accounts

August 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
Addison Public Library				10854	08/21/24	<u>883.01</u>
5990	Group Purchases - Content	Addison Public Library - SWAN inv # 11077	883.01			
Bellwood Public Library				10855	08/21/24	<u>460.69</u>
5990	Group Purchases - Content	Bellwood Public Library - SWAN inv. #11078	460.69			
Comcast				10856	08/21/24	<u>764.95</u>
5480	Telecommunications	Comcast- 8/1/24-8/31/24	764.95			
Nicor Gas				10857	08/21/24	<u>94.33</u>
5120	Utilities	Nicor Gas - 07/15/24 - 08/14/24	94.33			
OCLC, Inc.				10858	08/21/24	<u>3,710.35</u>
5450	Data Management Services	OCLC, Inc.- Web Dewey	3,710.35			
Reaching Across Illinois Library System				10859	08/21/24	<u>289,605.03</u>
5990	Group Purchases - Content	Reaching Across Illinois Library System - EBSCO database "flagship" 7/1/24-6/30/25	286,282.50			
5450	Data Management Services	Reaching Across Illinois Library System - RDA Toolkit	3,322.53			
Reliance Standard Life Insurance Co.				10860	08/21/24	<u>886.35</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. -	886.35			
Unique Integrated Communications, Inc.				10861	08/21/24	<u>7,135.00</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices - July	404.50			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Curbside Communicator	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee July	6,690.50			
Wellness Insurance Network-WIN				10862	08/21/24	<u>148.68</u>

# SWAN Library Services

## Check Register

All Bank Accounts

August 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - August	148.68			
MissionSquare Retirement				10863	08/22/24	<u>250.00</u>
5024	Retirement Benefits	MissionSquare Retirement- annual fee 7/1/24-9/30/24	250.00			
Library Pass, Inc.				10864	08/22/24	<u>8,479.26</u>
5990	Group Purchases - Content	Library Pass, Inc.	8,479.26			
First Bankcard				51209	08/15/24	<u>9,755.61</u>
5420	Application Software Licensing	First Bankcard - poll everywhere	99.00			
5620	Hardware	First Bankcard - Socket store IT hardware	570.14			
5620	Hardware	First Bankcard - Best Buy IT hardware	897.00			
5260	Online Learning	First Bankcard - ONLC training	795.00			
5520	Postage	First Bankcard - postage	81.23			
5480	Telecommunications	First Bankcard - grasshopper	48.93			
5450	Data Management Services	First Bankcard - marcive	341.10			
5330	Library Professional Development	First Bankcard - ICS learning group	442.75			
5510	Office Supplies	First Bankcard - office supplies	74.98			
5480	Telecommunications	First Bankcard - microsoft calling plan	288.00			
5470	Subscription Support Services	First Bankcard - sendgrid	289.00			
5430	Server Software Licensing	First Bankcard - microsoft azure	5,721.12			
5430	Server Software Licensing	First Bankcard - DNS made easy	53.36			
5420	Application Software Licensing	First Bankcard - mailchimp	54.00			
ComEd				51210	08/05/24	<u>607.23</u>
5120	Utilities	ComEd - 6/20/24 THROUGH 7/22/24	607.23			
Lauterbach & Amen, LLP				51211	08/29/24	<u>1,085.00</u>
5820	Accounting	Lauterbach & Amen, LLP - July	1,085.00			
T.A. Systems Inc.				51212	08/29/24	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. July	260.00			



# SWAN Library Services

## Check Register

All Bank Accounts

August 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Quail Ridge Drive Investors, LLC				51213	08/29/24	<u>10,187.75</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - September	10,187.75			
LIMRiCC				51214	08/29/24	<u>15,704.63</u>
5025	Health, Dental, Life And Disability Insurance	LIMRiCC	15,704.63			
					<b>Check List Total</b>	<u><u>350,017.87</u></u>

# SWAN BOARD MEETING MINUTES

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

SWAN

800 Quail Ridge Drive

Westmont, IL 60559

## 1. Call to Order, Roll Call

President Cottrill called the meeting to order at 9:32 a.m. The following Board members were present to establish a quorum.

- a. Jesse Blazek
- b. Jennifer Cottrill
- c. Samantha Johnson
- d. Zach Musil
- e. Anna Wassenaar – arrived at 10:00 am

## 2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director  
Ginny Blake, SWAN Business Manager  
Scott Brandwein, SWAN Assistant Director  
Tara Wood, SWAN User Experience Manager

There was no public comment.

## 3. Action Item

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

Blazek moved, seconded by Musil that it be

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

Motion carried by unanimous voice vote.

## 4. Action Item

Appointment of SWAN Board Officers & Committee Members

Blazek moved, seconded by Musil that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE SWAN BOARD OFFICERS AND COMMITTEE MEMBERS AS FOLLOWS:

JENNIFER COTTRILL BE NOMINATED AS SWAN BOARD PRESIDENT

Cottrill accepted this nomination.

RESOLVED, THAT ZACH MUSIL BE NOMINATED AS SWAN BOARD VICE-PRESIDENT

Musil accepted this nomination.

RESOLVED, THAT SAMANTHA JOHNSON BE NOMINATED AS SWAN BOARD TREASURER

Johnson accepted this nomination.

RESOLVED, THAT JESSE BLAZEK BE NOMINATED AS SWAN BOARD SECRETARY

Blazek accepted this nomination.

Skog will be the Official Representative to the RAILS Consortia Committee.

Personnel Committee: Bussey and Musil accepted the positions.

Finance Committee: Johnson, Blazek and Waltman accepted the positions.

By-Laws Committee: Waltman and Johnson accepted the positions.

Strategic Planning Committee: Cottrill, Wassenaar and Bussey accepted the positions.

Motion carried by unanimous voice vote.

**5. Action Item**

Acceptance of the SWAN Financials, June 2024

Musil moved, seconded by Johnson that it be

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

Motion carried by roll call vote with the following results:

Ayes: Blazek, Cottrill, Johnson, Musil

**6. Action Item**

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

Blazek moved, seconded by Musil that it be

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

Motion carried by unanimous voice vote.

7. **Action Item**

Acceptance of the June 21, 2024, SWAN Environmental Scan Task Force Meeting Minutes

Blazek moved, seconded by Johnson that it be

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

Motion carried by unanimous voice vote.

8. **Reports**

a. **Board President Report**

None

b. **Executive Director Report**

Skog informed the board of Bibliographic Services Consultant Claudia Nickson's voluntary termination. SWAN will interview and replace her for a mid-September start date. The financial report in the packet is "Preliminary and unaudited" for our year end. The FY24 Balance sheet was reviewed. Skog updated the board on recent activities.

**Operations Report**

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

c. **Treasurers Report**

None

d. **Board Calendar**

The Board members agreed on the following Board meeting locations by month:

September 2024 – Glen Ellyn Public Library  
October, November 2024 – Tinley Park Public Library  
December 2024, January 2025 – Blue Island Public Library  
February 2025 – Glen Ellyn Public Library  
March, April 2025 – Roselle Public Library District  
May 2025 – Palos Heights Public Library  
June 2025 - Midlothian Public Library

9. **Action item**

Approve SWAN Board meeting calendar for FY25

Musil moved, seconded by Blazek that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SWAN BOARD MEETING CALENDAR

Motion carried by unanimous voice vote.

**10. Action Item**

Approve salary increase for SWAN Executive Director

Wassenaar moved, seconded by Johnson that it be

RESOLVED, THAT THE SWAN BOARD Accepts the salary increase for SWAN Executive Director

Motion carried by roll call vote with the following results:

Ayes: Blazek, Cottrill, Johnson, Musil, Wassenaar

**11. Action Item**

Approve financial auditor for FY24 and FY25

Musil moved, seconded by Blazek that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS LAUTERBACH & AMEN THE FINANCIAL AUDTIOR FOR FY24 AND FY25

Motion carried by roll call vote with the following results:

Ayes: Blazek, Cottrill, Koll, Waltman, Wassenaar

**12: Adjournment**

Cottrill adjourned the meeting at 11:00 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

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Jesse Blazek  
Board Secretary

DRAFT

# SWAN Board Environmental Scan Task Force Minutes

July 19, 2024

SWAN headquarters

## Call to Order, Roll Call

The meeting was called to order at 11:15 a.m.

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

Absent: none

## Introduction of Visitors/Public Comment

None.

## Discussion – Survey for library consortia results to-date

Responses to the survey are starting to arrive. The deadline is August 31<sup>st</sup>, but the survey might be extended to certain organizations after a reminder.

## Next Steps

Interviews with survey respondents will be scheduled for September. Vendor interviews will be planned for October with the Task Force, with an option to have SWAN Board members attend.

## Adjournment

The meeting adjourned at 11:30 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

September 20, 2024

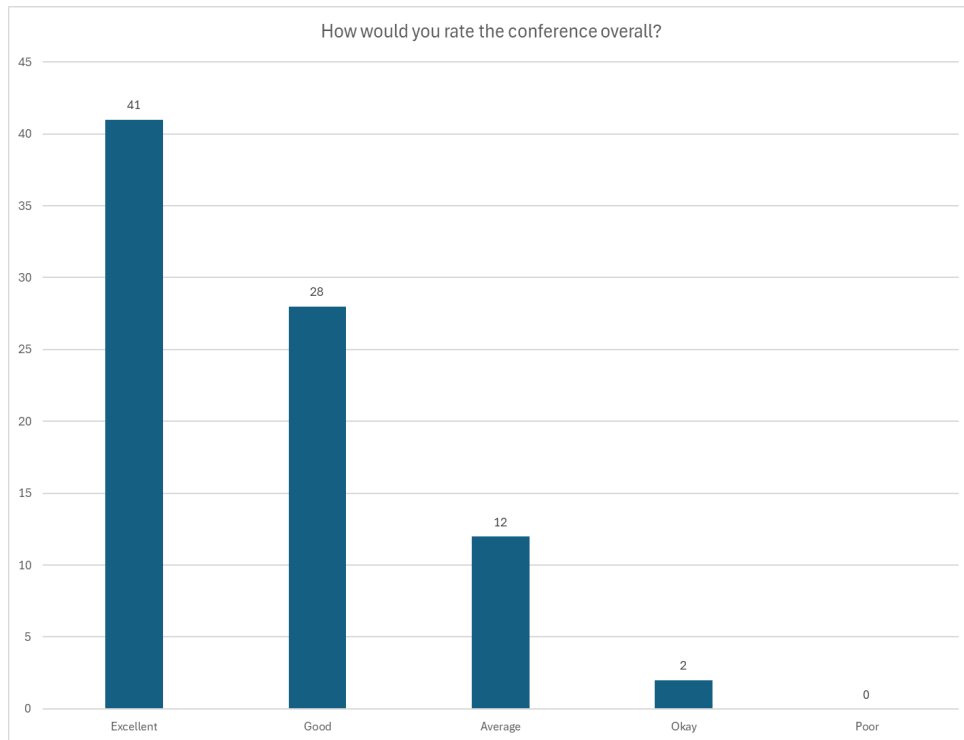
## Personnel changes

Our search to fill the Bibliographic Services Consultant position has been completed. We have hired Lucas McKeever who will start his position on September 23<sup>rd</sup>. Lucas was the recipient of the [ILA Technical Services Award in 2018](#) and has worked at Downers Grove and Elmwood Park Public Libraries.

The position description of Network Administrator has been revised and submitted to HR Source for benchmarking and grading. We have additionally obtained a full benchmarking analysis quote from HR Source for the entire organization, which has not been done in full since 2012. We anticipate completing the full benchmarking project in early 2025.

## Expo 2024

The SWAN Expo for this year concluded with 52 attending libraries and a total of 227 staff. We held 21 sessions during the day which included three roundtable group discussions. Overall feedback on the conference is below, along with comments and how to improve Expo for next year.





**What did you find most helpful or valuable from attending?**

Good networking and good chance to see information about topics that I don't normally deal with day to day.

I took away a lot of information on Blue Cloud. Everyone is very patient with explaining things, sometimes numerous times. ha ha

Information on libraries that are automating issuing library cards at school.

State of SWAN  
Circulation best practices: Moments at the service desk

Nothing

It was very interesting to learn the history of SWAN from the last 50 years! Some of the sessions were helpful with new info that I learned.

The "From Confusion to Confidence" session was helpful as well as engaging. Also really liked the self-care roundtable. I was able to connect with staff from other SWAN libraries that I had only spoken to through Zoom previously.

I thought the workflows scenarios were worth-while.

I really enjoyed the session on library cards for students.

Mental Health Crisis, Circulation Best Practices and How to Deal with Difficult Service Scenarios

**What did you find most helpful or valuable from attending?**

The expansion of session topics. Great that you went beyond just in-house directly related to SWAN topics. I was able to send staff other than Tech Services and Circulation and they got something out of it!

Be a Workflows Detective was enlightening in showing me new routes to find information about tricky reference scenarios, and the MobileStaff consultation was a cool way to educate library staff about emerging technology in the library field.

All sessions were informative. Some of the info was beyond my need to know, but I was able to get a bigger picture of how things operate at the library.

I really enjoyed the talk about immigrants, pertinent to the new members of our community

I liked that it was hands on, we could use the computers.

I really enjoyed the library newcomers & the immigrant experience session. It was wonderful to hear the ways that CPL had adapted to better assist and accommodate new migrants in Chicago, and to consider how we could work to better assist migrants in our own libraries.

My favorite presentation by far was "Basic copyright for library staff," though "Local records management" was also useful (if a little dry). I enjoyed the "SWAN in 2075" presentation and liked learning more about how SWAN works generally, plus its history and the "state of the union" updates.

Troy S. gave such a compelling presentation, and his presentation style was very effective from the first moment he spoke and set the scene with a story. He knew how to relate to the audience in not necessarily giving a full-fledged training, but a sufficient amount of pointers to help us in our workplaces. While I didn't attend the Q&A breakout sessions, I'm glad that those sessions were offered. I also liked hearing Aaron Skog share the history of SWAN.

And I was glad to hear from the CPL staff about what they did to support the newcomers.

Overall, it was a very good event, and I liked coming for the second consecutive year. It was a nice chance to step away from my usual work and do something different and learn new ideas.

I loved hearing the last session I attended where they talked about how CPL is helping migrants. It made me realize that there is always more we can do to help.

**What did you find most helpful or valuable from attending?**

BLUEcloud Analytics basics - Not everyone was able to follow along hands-on because there were too many people on the training login, but I learned how to run reports, and have already put that knowledge to use to help me weed! More hands-on training sessions like this would be excellent!

The hands on workshops were most beneficial!

I really enjoyed the keynote speaker. The speaker did a great job of communicating in an engaging and informative way. I also really enjoyed the "collection management: weeding storage, renovations" session, as my library is planning to remodel in the next year or two. It is always good to have the opportunity to network with other library staff and SWAN staff. All the presenters did a great job!

I specifically came to learn about local records management and did get a lot out of that session.

I really enjoyed the NAMI sessions and learning more about SWAN in general.

- The keynote speaker was very engaging and addressed important issues with practical solutions.
- Being hands on in the computer lab was helpful.
- I liked the variety of sessions.

Hearing fellow librarians offer solid advice and best practices based on years of experience.

The copyright session was extremely helpful! A lot of important information in a clear and understandable presentation.

I think it was cool to see the past of SWAN. I also thought it was a fun/funny/uplifting presentation of what the future could look like for SWAN. The circulation best practices was a lot of stuff we already knew and practiced at our library but it was good for hopefully everyone to get on the same page. I think the self care was a nice class due to the learning about different types of rest and how to engage in each one as well as learning the stressors. I also think the difficult service scenario class was helpful to remember we don't have to fight with patrons on everything even if it is likely the patron did the damage. It's not worth losing

SWAN update, SWAN history. Also, "Utilizing the Illinois Digital Archives."

**What did you find most helpful or valuable from attending?**

School partnerships was a really good session. I liked how different libraries are approaching schools and families.

I thought everything was good. I was shocked at how interesting the local records management presentation was, but maybe that says more about me than anything else.

I must also say the Conan bit was great! I would have expected the jokes to be "just okay", but they were all really funny, so kudos to the writers (and presenters)!

Knowing that we are part something that is so large and every expanding was very encouraging. Seeing that many support systems are available if you are in need of them was cool.

Copyright session was most informative. Circulation information was mostly already known, with a few small updates in best practices

Meeting other Swan library workers, learning about topics I don't normally see sessions about (copyright, records, bluecloud).

I enjoyed that certain sessions were repeated so I didn't have to miss out. The "Aspen for Library Staff" was very helpful to me, and I can't wait to show patrons some of the options I didn't know we had.

Troy's presentation was very beneficial and I appreciated that he included salient skills that library personnel can implement with patrons. His speech was very engaging.

That I can set up reports to run automatically in bluecloud. A timesaver and friendly reminder all in one.

meeting people at different SWAN libraries and SWAN staff

Learning to use BCA.  
Library newcomers segment was interesting.  
The keynote speaker was good, too.

After the MobileStaff demo on the iPad, I felt more confident ordering a new Socket Mobile scanner.

**What did you find most helpful or valuable from attending?**

BCA training-I wish I went to both!

I especially enjoyed the NAMI speaker and round table sessions. I loved the session "In the Year 2075: We Predict the Future of SWAN". Too bad I won't be around in 2075:(  
I really enjoyed the entire day and would love for our entire staff to attend!

Functual and organized speakers and staff . Generous continuous serving of coffee , snacks and drink . Interesting topic and the round the table difficult scenarios is my favorite and share experiences and learning the technique to deal with .

I enjoyed the information provided from Troy Siewert. I enjoyed the hr round table.

I enjoyed the - Be a Workflows detective. It was informative and great presenters. But, before we could finish the program the time was up. There was a lot of confusion in the beginning regarding computers. Personally I thought setting up the computers would have been helpful. A couple of the computers weren't working either.

I hoped that we could at least have been given handouts with the mysteries that we missed.

School partnerships: Issuing Student Cards was a very informative session and I plan to talk to my director and assistant director to see if this is anything we have looked into previously.

Local records management. I've been to a workshop before, but this one was more specific and it was very well presented. I don't know if it was helpful or valuable, except as a stress reliever, but 2075: The Future of Swan was the high point of the day for me. It was definitely a great way to end the day.

From Confusion to Confidence: Improving Mental Health Crisis Intervention - He was a very good speaker.

I enjoyed the Work Flows Detective Session.

I found "The From Confusion to Confidence", "Crisis Plans", and "Library newcomers & the immigrant experience" sessions to be the most interesting and valuable.

I enjoy Candace Fisher presentation. It brought insight as a trustee and library manager, on how well my home and work library are prepared for unexpected emergencies.

**What did you find most helpful or valuable from attending?**

Mental Health Crisis

The Mental Health Crisis Intervention was very informative and helpful, and gave me a new perspective on how to handle potential situations in the library.

I found the workflows detective session valuable.

Keynote was amazing. Feel like I could maybe use that approach when dealing with teenagers too. CPL is doing such amazing things for the migrants and their presentation was interesting.

I thought the mental health crisis intervention was the most outstanding presentation of the day.

I can't choose just one. I think for me that it's a tie between Improving Mental Health Crisis Intervention and Basic Copyright for Staff, with Local Records Management in close behind.

I really enjoyed the Local Record Management presentation!! Wish it was more time to hear more!

Though I'm not new to WF or BLUEcloud, it was good to pick up more advice on how to get more out of the applications.

I thought that the Keynote shared the most helpful and valuable information, tip and tools to better serve our patrons and anyone we encounter who is dealing with mental health. I made a suggestion to our director to invite Troy to our library for an in-service.

I thought the keynote with NAMI was fantastic. Excellent speaker with some great things to keep in mind when dealing with different people. I haven't stopped thinking about "when your hand pushes on your head, your head pushes back" since Friday!

I learned some new tricks from the BLUEcloud Analytics basics class that I will be using.

**What did you find most helpful or valuable from attending?**

The opening speaker was very interesting. The topic was something that most libraries deal with on a daily basis in one form or another.

I think opportunities to meet and speak with folks from other libraries are really valuable! Especially when your position requires you to connect with them in other contexts (circ staff across libraries needing to collaborate bc of shared patrons or items). I like that it's not just vendors trying to sell services and products to attendees. I will share information from the key note speaker with my library staff.

Learning the history and future of SWAN; networking with other SWAN employees.

The opener "Confusion to Confidence" was helpful because it provided specific things we can do to help a patron in crisis.

I thought Troy Siewert's presentation was useful, just too long. I find that I am becoming shorter and shorter of attention span these days, so anything over a half hour and I can't remain focused unless the speaker is REALLY engaging. I feel like this is a result of our TikTok society, but true nonetheless. I'd rather attend several shorter sessions than one or two longer ones.

Paper handouts, discussions.

The sessions on BLUECloud Analytics were helpful in my growth in understanding that resource.

The NAMI speaker was excellent. I enjoyed learning more about SWAN and got some good tips for using Aspen for Staff

I like finding out what changes SWAN is making and what we may have missed in the past. I also like The NAMI presentation.

Networking with colleagues and getting a uniform sense of services provided.

**What suggestions do you have to improve SWAN Expo?**

The smaller rooms were too small for some of the sessions. I wasn't able to go to two of the sessions that I would have liked because the room was full.

Topics were good for Tech and Circ staff. Less helpful for reference/librarian staff.

I thought everything was run well. The sessions were not too long and were informative.

More seats in the computer lab for training sessions. The smaller rooms were just too small for the number of people who wanted to attend the sessions.

MessageBee to be able to present the regarding patron notices and notifications.

I only attended the circ things, but I think the sessions were very beginner orientated. I think what needed to be had was notes whether something was beginner, intermediate, expert, when applicable. A lot of attendees have 5, 10, 15+ years of experience and they know how the library world works. The library is always changing, and that's fine, but having some things that would be geared towards people who've had lots of experience would be ideal

More in depth training

First I just wanted to give a shout out to the amazing breakfast and lunch provided. Everything was so organized and delicious, including all the drinks! Thank you for that and all the SWAN swag in the lobby as well .. :)

Some of the sessions got very full fast and there were no more seats in the computer labs/classrooms, so maybe for the more popular sessions have it in a bigger conference room instead of a classroom so more people could attend those specific sessions!

Roundtables are great as a concept, but the facilitators can make or break the success of the session. I wanted more out of the difficult customer service session. Most of the time was spent sharing difficult situations, but we ran out of time without getting to dive into the HOW to deal with the situations.

Maybe gauging interest on the sessions beforehand, so rooms and timing can be planned accordingly.

Perhaps make classes a little shorter, so you can attend more.

Staff leading the BLUEcloud Analytics basics session were under prepared. They might have detailed knowledge of the system, but they didn't take into account what might happen when more than 20 people tried to log into the same account. They also made assumptions that everyone in the room understood their abbreviations and shortcut names and also had the same skills of navigation. This was a basics session after all, and there was nothing basic discussed. I realize there was less than an hour for the session, but more thought should have gone into it. Such as: what is BCA, who uses it, examples of questions that it will answer, detailed steps on how to build the report, and



**What suggestions do you have to improve SWAN Expo?**

More and larger areas for technology workshops. They filled up quickly and many people had to leave due to lack of space.

Maybe have more sessions for "beginners"?

Have computers logged into and ready to use so that a large portion of the class isn't used by just trying to use the tools. For aspen make sure the presentation is scheduled out to address everything they promise.

Larger labs

I really appreciated the larger number of sessions this year. I would like if there were other vegetarian options available for lunches.

The keynote presentation was a little rough and ready, the speaker presented well but some of the information provided (especially the acronyms that didn't always match with the meaning) was a bit vague. I think there possibly are ways someone with a background in law enforcement can elucidate their process to a library audience, but I do not want to implement the same approach in my work per se—law enforcement and librarianship are just apples and oranges.

Meanwhile, I think a little more information about the content of the presentations would be helpful. I attended the "Weeding, storage, renovations" panel hoping for more analysis of physical storage concerns, possibly with

First of all, the breakfast foods were great, and it was good that breakfast was available because I had to leave my home base early to get an oil change done on my vehicle before the expo, so I had limited time to eat before arriving. The lunch options were okay, but I had to remove the red onions from my salad since I don't care for them. I would have had the turkey sandwich, but I don't like cheese on sandwiches, and I wanted to avoid having to throw it out. Maybe that sandwich could be an option for next year without cheese. Furthermore, I think it would work fine to separate the chips and cookies from all the boxed lunch options and then people could take what they want, similar to what was done with the salads, and I skipped the chips and cookies. There were great beverage options, and I feel having LaCroix sparkling waters, or something similar, as an option would be great.

I also feel that rectangular tables would be better in the large conference rooms, rather than the round tables, so people don't have to turn around and face away from the table for the presentations, especially since most of our time is spent facing presenters anyway.

It was such a nice day outside, and I wish there were more options for outdoor seating to have lunch. Maybe there's a possibility for next year, if the weather is as nice, to have the venue staff set up tables outside.

I was expecting a little more structure to the Round Table about self-care, but I was also glad it had an open-ended format so that we could talk freely.

Also, in this survey, the second option for "Which sessions did you attend?" is "From Confusion to Confidence"

I think having people sign up for the sessions they want to attend would help greatly. It was a bummer that I couldn't go to the one I initially wanted, but then my backup was canceled, and we ended up back downstairs for the Library newcomers & the immigrant experience.

**What suggestions do you have to improve SWAN Expo?**

Loved the variety of offerings this year! Please do more hands-on trainings! I find them to be much more practical and helpful than the roundtables, but I loved the topic of in-service and staff development. Maybe a training, panel,

I think it was great!

The Crisis Plans from an HR Perspective was a disappointing session. The presenter didn't actually go through the contents of a plan, rather, talked about the variety of emergencies there may be and how we need buy-in. Those are both important points, but they did not discuss the actual content of the plans or how anything was coming from an HR perspective. It would've been helpful to have more tangible takeaways- such as example plans, common

Don't really have any. Breakfast was great, as well as a nice lunch. Nice building to be in. Like the inflatable swans and photo booth. And the goodie bag!

Make Expo two days, or schedule twice per year. There is a lot of information that could be added. Also, a mid-afternoon coffee break, like at various conferences I attended, would be much appreciated!

Forget the Kindles, I want to win one of those sweet SWAN hoodies!

I enjoyed what I experienced at the Expo.

Great job!

Nothing I can think of, great location, good food, session spaces work out well. I really enjoyed being on a panel this year. I appreciate this event and the work that goes into it. Thanks!

None - the Expo was really well done! It was very targeted, so I walked away with a lot of new information that I could start using right away.

I would suggest having people pick the sessions they would like to attend ahead of time so the facilitator can prepare better. Especially if the session involves using a computer.

Could probably have combined BCA basics & tec svcs into one. Also, the basics segment definitely did not need to be in a computer lab.

**What suggestions do you have to improve SWAN Expo?**

I would split up the WorkFlows detective session into two: Circulation and Technical Services, then attendees could choose.

The closing was a little long. However, the Conan O'Brien-esque skit was very funny.

Consider raffling off a SWAN inflatable!

All you Guys are doing great ! So organized . I'm happy to attend the next Swan 2025 !

A lot of people liked the swans maybe raffle one of those much cheaper than kindles. I was upset the Photo Booth we took a group picture but it wasn't set up correctly. The lunch was really good the southwest salad was delicious. Maybe give a nice gift like a water bottle or something. The biggest thing I would change is have pens on the table. People like to take notes but the amount I pens I gave away was crazy. It would be cool if the photographer took a group picture of each table or something like that. Everyone wanted emojis but they ran out I felt bad so I gave it

It would be nice to get printed material of the workshops we attended.

nothing at this time.

Nothing really, unless it rains money and you want to do the Oprah thing: "YOU get an iPad, and YOU get an iPad, and YOU..." It was very well done. Thanks.

I feel that some of the material is similar to when I attended in 2022, especially the Aspen presentation. While that is great that the same info is given each time, as you never know who is new, maybe the descriptions can show something like this material was covered last year or something.

It was obvious that so much thought went into creating a memorable learning experience. Thank you to your kind, welcoming, and knowledgeable staff. Applause for the entertaining closing session!  
Thank you.

Consider making the SWAN Expo a two-day event. This will give attendees the opportunity to partake in some of the presentations that were offered at the same time as other presentations that they couldn't partake of.

Have lightning sessions - quick but productive.

I would have been nice to have had a live SWAN forum. Overall, it was a different staff in service day at SWAN Expo.  
Thank you.

**What suggestions do you have to improve SWAN Expo?**

A minor complaint, but different food options for vegetarians would be nice!

Maybe a session related to planning or organizing library events?

Raffle a SWAN hoodie!!

1. Use larger font on name tags. Unless one was uncomfortably close to another person, one couldn't read the name tag.
2. In the Workflows detective session, it took too much time from the session just to log into the system. It would be helpful if the computers were logged in before we arrived so all we had to do was to log in to Workflows.

I really appreciated the wide variety of topics this year. There were multiple sessions I wanted to attend but clearly couldn't be in two places at once.

SWAN Expo is always great. I don't think you need to improve. The layout is always good and topics are nice.

There was one session I was disappointed with. I attended the: Round Table: How to Deal with Difficult Service Scenarios. Unfortunately, this session didn't offer solutions to situations that were shared by individuals. When the initial question was asked by the presenter, the responses were more of complaints about their encounters with patrons, what they won't do on their job and how they are not paid to handle some situations. These responses were given by one individual who monopolized the time for over 25 minutes. We only had 45 minutes, and she spoke for 15 then had a 10-minute dialogue with another individual. During this time, I was hoping that the conversation and focus on the topic would be re-directed so that we could have gained helpful tools and/or techniques to take back to our library. There was a great deal of conversations about patrons but no one shared how they dealt with the difficult situations with results that would be helpful to anyone who should encounter a difficult patron. I know this was a round table session, but I think it would have been a great idea to have a slide show presentation with helpful tools and techniques and even a few mock scenarios of an encounter with a difficult patron and then have the group discuss their thought on how they would handle it. I think this might help with re-directing a conversation that took

The seminars were a bit short. For example, in the computer lab Workflows Detective class, it took quite a while to get everyone logged into the computers and we were really only able to complete 30 minutes of the seminar they had prepared. I would have loved to see this go much more in depth.

**What suggestions do you have to improve SWAN Expo?**

Please have the presenters practice their session ahead of time. The Aspen for library staff session was interesting, but the presenter only covered maybe half of the topics because they ran way behind/talked too much. If they needed more time, maybe break it into two sessions?

Also, I really wanted to attend the copyright session, but it was offered at the same time as the BLUEcloud Analytics basics class. Having the majority of the general/basics classes in the first session was very challenging/counterproductive since attendees could only choose one session to attend. Please space out these general/basics classes or offer more repeated sessions and perhaps a forth block in the day with a shorter lunch break

I feel it moves along very well.

Too many things I wanted to see, I had to pick and choose. It's a good problem. If there was some way to encourage mingling and for folks to talk to others and not just sit and eat with their library, I would like that. A la the CPL presentation, I think it would be fun to occasionally hear from other nonSWAN libraries when they're doing something particularly fun, interesting, successful.

none. it was good just like it is

When you have computer lessons, make sure all of the computers are logged in already. And if you state that there will be a topic with resolutions, please provide time to talk about the resolutions and don't let attendees simply vent the entire time.

See above - more BCA/WorkFlows/Aspen sessions; shorter sessions and/or repeat some of them so you can have access to more of them. I'd have gone to the staff in-service session, but there was something else at the same time I wanted to attend more.

Have a MessageBee session again to go over the how-to's, and include library examples like the session from last year. That session helped tremendously! Also, would love to have more SWAN swag if it's possible- my suggestion would be a SWAN-branded folder to hold all of the papers given at the sessions.

Making sure there are enough trainer login spots for BLUECloud Analytics for everyone before the class starts would keep time from being wasted at the beginning of the session.

I think a lot of people were not able to attend the programs in the computer labs that wanted to attend. If possible, perhaps having two simultaneous sessions in two labs would help.

Also, I don't know if anything can be done about this, but I would have liked one more slot to attend programs. I attended three, but would have liked to attend more. Great program!

**What suggestions do you have to improve SWAN Expo?**

When there are round tables, it might be helpful to have everyone sit closer together and have some guidelines about how much a particular person can talk. The round table I attended was fine, but some other staff said a round table they attended became mostly a conversation between two people.

For hands on training/learning. Either reserving larger rooms with pcs or encourage members to bring their own and using the downstairs conference spaces A, B, or C to have more engagement.

## Update on Activities

### **Aspen Discovery Governance**

Aspen Discovery is a library open-source project which means no company or person “owns” the software. This is a different model from the typical company that provides proprietary software, which is owned in perpetuity by the company and is leased/subscribed to the library.

Currently, SWAN has a contract with ByWater Solutions for Aspen hosting and support of Aspen Discovery. It is possible to contract with another support company for hosting and support. Just recently a new company Grove For Libraries was formed to provide software development to libraries seeking new features and functions within Aspen.

The community of libraries and support vendors is interested in creating an independent nonprofit organization to support the project. This would entail creating a legal entity and governance structure, which once complete, could hold funds on behalf of the community. This arrangement is not unlike other library software user groups such as COSUGI (Customers of SirsiDynix User Group), or IUG (Innovative User Group) which are independent from the company’s proprietary software. One of the important benefits of having this entity established is it could apply for IMLS grants, which ByWater Solutions is not able to do on behalf of Aspen Discovery.

As part of my professional goals for this year, I noted that I would participate in this Aspen governance process. I have arranged to present a topic at the September Aspen Community meeting to chair the task force responsible for creating a governance structure. This will take place over the next six months.

## Board Considerations

### **Appointment of RAILS Consortia Committee representative**

Presently, the SWAN representative is Aaron Skog, and the alternate representative is an open seat. Attending the meeting for the voting representative is in person, and the alternate representative can attend via a live stream remotely.

The next RAILS Consortia Committee is Monday, October 21, 2024 at 10:00 a.m. The [committee archive can be found on the RAILS site](#).

The August 23, 2024 RAILS Board meeting included an overview of the LLSAPs, which is [recorded and posted on the RAILS YouTube channel](#). The meeting packet included the [annual reports from the six LLSAPs](#). The board discussion about the LLSAPs is worth viewing (45:16).

## Monthly Financial Report

### August Balance Sheet

The Fund Balance Unrestricted line for June is at \$3,132,182.35 which is an increase from the month of June. The table below shows the current FY25 budget expense and budgeted spending from reserves.

Fund Balance Unrestricted	\$3,132,182.35
Expenses to be paid from reserve	(\$40,000.00)
	\$3,092,182.35
SWAN annual expense budget	\$4,093,745.90
	76%
Number of months operating expense in reserve	9.1

### Revenue & Expense Report

This month would be 17% of the budgeted revenue and expenses. SWAN's financials are presented on a cash basis for this current fiscal year 2025. The total revenue is reflected in the library membership fees invoiced for one quarter, plus invoices sent for the full year of the EBSCO group purchase which has our revenue at 25%.

	FY25 Budget	Ending August 2024	Percentage of budget YTD 17%
<b>Total Revenue</b>	\$4,053,746.00	\$1,174,618.06	29%
<b>Total Expenses</b>	\$4,093,745.90	\$1,078,865.71	26%
<b>Over / (Under)</b>	<b>(\$39,999.90)</b>	<b>\$95,752.35</b>	

### Accounts Receivable

4010 - SWAN Full Membership Fees: 1<sup>st</sup> quarter invoices were sent out in July 2024, reflecting 25% revenue.

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

4190 – Member Group Purchase Receipts: 60.99%

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: 25%

The 1<sup>st</sup> quarter payment was made to SWAN totaling \$125,153.92 in July.



4510 – Interest Income: 20.60%

SWAN's Money Market continues to perform better than expected for the year. Currently, the rate for August is 5.52%. Interest income from the IMET Convenience Fund is now recorded in this line.

### **Accounts Payable**

5110 – Rent/Lease: 23.15%

This expense line will be over budget through December and then after the SWAN office move in December, the lower rent will be reflected in this expense line.

5260 – Online Learning: 159.00%

Staff training for SWAN's online learning platform; arranged after the departure of the Bibliographic Services Consultant.

5310 Travel Reimbursement: 215.41%

There is an expense for ALA travel that will need to be reclassified to #5210 Conference Travel in next month's budget.

5460 – Information Subscription Service: 104.13%

EBSCO Novelist Select and ProQuest Syndetic Solutions subscription paid for the full year.

5470 – Subscription Support Services: 134.04%

The new SWAN ticketing system HaloITSM expense subscription paid for the full year.

5990 – Group Purchases – Content: 60.26%

July recorded the full EBSCO group-purchase expense (RAILS EBSCO "flagship package") for FY25 with the offsetting revenue recorded in the #4190 Group Purchase Receipts.

# Operations Report: July-Aug 2024

## Summary

Membership engagement activities and statistics are reported through the month-end of August 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 July and August 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
7/9/2024	Aspen Users	User Experience	Membership Meeting
7/10/2024	Book Club Users	Administration	Membership Meeting
7/11/2024	Cataloging Advisory	Bibliographic Services	Membership Meeting
7/16/2024	IPLAR Office Hours	Information Technology & System Support; Bibliographic Services	Consultation
7/17/2024	Circulation Advisory	User Experience; Information Technology & System Support	Membership Meeting
7/18/2024	ILL/Circ/Quarterly Billing Office Hours	Administration; Information Technology & System Support	Consultation
7/19/2024	SWAN Board Meeting	Administration	Governance
7/30/2024	SWAN Fireside Chat	All	Membership Meeting
8/15/2024	ILL/Circ/Quarterly Billing Office Hours	Administration; Information Technology & System Support	Consultation
8/23/2024	SWAN Expo	All	Membership Meeting
8/27/2024	SWAN Fireside Chat	Administration; 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.

### **Aspen Users (7/9/2024)**

The Aspen Users group discussed the missing covers report, issues with Libby title availability that has been experienced both in Aspen and the native Libby app, PressReader integration, and StackMap. The group chairs also met separately to discuss upcoming changes to the group, including an in-person meeting in 2025.

### **Book Club Users (7/10/2024)**

It was a smaller than usual Book Club Users Group that met on 7/10 due, largely, to many folks being on vacation and Summer Reading being in full swing. Veteran co-chairs, Lauren Maxwell (GVD) and Nancy Rooney (DGS) moved a small, but appreciative group of attendees through a robust agenda of topics ranging from the perennial; like keeping discussions from wandering too far afield or into dangerous territory. To the timely, like applying DEI principles to title selection and question phrasing.

### **Cataloging Advisory (7/11/2024)**

Cynthia provided updates from the In-Person cataloging meeting on May 14, 2024. This included volume/book series numbering clean-up and creating documentation for the consistency with travel titles. Furthermore, discussion was held on the content for the documentation on the responsibilities of Cataloging Libraries. This is a collaborative document that sets clear expectations of what Cataloging Libraries should be doing when they agreed to become a cataloging library.

### **Circulation Advisory (7/17/2024)**

Crystal lead a discussion on the annual review of courses in the learning management system. The group also discussed the circulation mentor program and assisted in developing the WorkFlows sessions for SWAN Expo.

## **Major Projects & Research**

### **Aspen Discovery**

Aspen release 24.07 and 24.08 included accessibility updates for browse categories and bug fixes, including a SWAN-requested fix for an issue with tabbed spotlights.

ByWater Solutions is in the process of redefining how they support Aspen Discovery, shifting their focus to supporting the stability of Aspen and development of bug fixes. Going forward, the development of new features and enhancements will require sponsorship outside of support fees. Due to the nature of open source, we will still see enhancements that have broad appeal throughout the community, and we will still receive enhancements that other organizations have sponsored. However, SWAN-specific and Symphony-specific enhancements will likely need additional funding. The upcoming 24.09 release includes sponsored development from the Minuteman Library Network for the development of Sierra APIs to support self-check through the LiDA app.

Tara Wood has joined the Community Tool Working Group, which will identify the platform used to track issues and enhancements across the Aspen Community and allow Aspen libraries to better

collaborate. Features that the group is looking for in a tool include the abilities to vote for enhancements, search issues across organizations, and track development progress.

At the Aspen Users group meeting, there were some questions if additional electronic content can be added to Aspen, specifically, PressReader. PressReader is a digital platform that enables subscribers to access over 7,000 of the world's top publications. Access to content is simultaneous, unlimited use. Currently, PressReader has an app and website for access, but they also have MARC records. Olivia has added those records in Aspen to widen the discoverability of these digital magazines and newspapers.

## **Ticketing System Migration**

For the past two months, SWAN staff have been working closely with a staff member from an organization called Excalibur Data Systems, which provides support for the Halo platform in the United States. This is part of our setup costs for the HaloITSM platform we will be rolling out as our new helpdesk solution.

Completed sets in the configuration include importing library information from L2 and properly associating e-mail domains, configuring ticket types and categories, and setting up SWAN agent profiles. Configuration priorities before launch include configuring a fully-featured service catalog for member staff to use as a primary means of reporting issues and requesting services (almost complete), setting up the ability to associate vendors and services with the libraries who use them (50% complete), and setting up ticket workflows (pending).

Following configuration, we will need to train SWAN staff on the tool and create training materials and orientation sessions for member staff. With configuration taking place on an unpredictable timeline, we have yet to schedule when the final steps will take place, but that task is also a priority for September.

## **User Group Updates**

SWAN announced at the September Quarterly Meeting that we are making changes to our user and advisory group offerings in 2025. We aim to better focus these groups along the two tracks in which they currently reside: member staff networking and training (user groups); and collaboration, research, and problem solving (advisory groups).

To this end, we are rewriting group charters and descriptions, reconsidering details such as recordings, notes, and agendas, and also overhauling how we recruit and open the doors to participation.

We have planned an information session on September 18<sup>th</sup> to inform members about these changes, with a recording to be made available for those who cannot attend. While we are discontinuing a couple of our less-attended groups and replacing them with one-time events or discussion opportunities, most of our user and advisory group offerings will continue into 2025 under different names. We will release specific schedules and calls for participants in October.

## Symphony 4.1 Upgrade

After the aborted upgrade attempt last month, our Production server was successfully upgraded to Symphony 4.1 on Thursday, July 18. The refined installation script SirsiDynix used on Test worked without incident on Production or downtime for member libraries.

The only minor issue we discovered prior to go-live was that, due to the time that had passed between our preparation and installation, SirsiDynix had released a minor version update. While insignificant, this was causing a mismatch error with our client and the newly updated Test server. Fortunately, the software we use for building the SWAN installers makes updating and recompiling the installer very easy – but it’s something for us to note for the next upgrade to keep the timeline tight.

## Security Initiatives

With our current Panda/WatchGuard antivirus software license expiring this fall, we are preparing to deploy Microsoft Defender for Endpoint. This also involves registering devices with Intune, Microsoft’s cloud-based device management. ITSS have been running Defender throughout the summer and expanded the roll-out to the management team in July. We anticipate having staff fully migrated by late September.

## Cataloging Library Update

River Grove Public Library became a Cataloging Library bringing our total Cataloging Library count to 19 libraries. This will assist the Bibliographic Services greatly in having another library cataloging pre-cat records.

## Group Purchases

### Gale Presents: Udemy

Olivia worked closely with Gale and RAILS to negotiate a deeper discount for Udemy, an online learning and job skills platform. Gale originally approached Olivia about a discount for SWAN, but over the course of discussions it became clear that the best route would be to work to increase the RAILS discount and participation in both SWAN and RAILS. Further information was presented at the September Quarterly meeting and is available on the SWAN support site.

## 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
Weekly	HaloITSM Ticketing Configuration	All (Admin Lead)	Partnerships

Thursdays	HiQuest (PingOne) Weekly Sync Up	Administration; Information Technology & System Support	Partnerships
7/11/2024	Aspen Gathering	All	Partnerships
7/31/2024	SirsiDynix Sure Sailing	All	Partnerships
8/1/2024	Aspen Gathering	All	Partnerships

## Support, Documentation, and Training

Details on support tickets, documentation, and training.

### Scheduled Maintenance

The Bibliographic Services and ITSS teams finished loading the bi-annual Authority File records into the database that is received from MARCIVE. This file contains updated, new, and deleted authority headings and requires rebuilds on the Authority and Authority Thesauri indexes in Symphony. Taking advantage of the July 4<sup>th</sup> holiday, we began the rebuild process after libraries closed on Wednesday, July 3<sup>rd</sup>. The reindexing went very smoothly, concluding prior to 9AM on July 4<sup>th</sup>.

### Outage tracking

While there were no measurable outages in July, there were two unplanned service outages in August.

On the afternoon of Thursday, August 1<sup>st</sup>, an API call unexpectedly spawned excess queries. This caused the WorkStation server to crash, closing WorkFlows sessions without warning. The issue was quickly identified and rectified, with the outage lasting less than 20 minutes.

Around 2PM on Tuesday, August 27<sup>th</sup>, we were alerted to a high load average on the Production server. SirsiDynix support was contacted, as the root cause was not immediately apparent. After some investigation, it was determined that our SIP service was being overrun with connection requests. For several years, we've had a script running on the server that monitors the SIP connections and resets the service when utilization reaches 92%. Unfortunately, the connection requests were coming in so quickly, the script couldn't keep up with them.

It was determined that the SIP port used by Hoopla was generating these requests. Hoopla access was blocked at our firewall and the Production server load came back down. Once the problem was isolated, Hoopla support was contacted and began investigating from their side. They were able to determine that a configuration parameter in the Addison profile was requesting thousands of connections. Hoopla support blocked Addison on their side while they continued to investigate. This allowed us to re-enable Hoopla access to 65 libraries the same day. Hoopla support had Addison's connection fixed and back online by 1PM the following day.

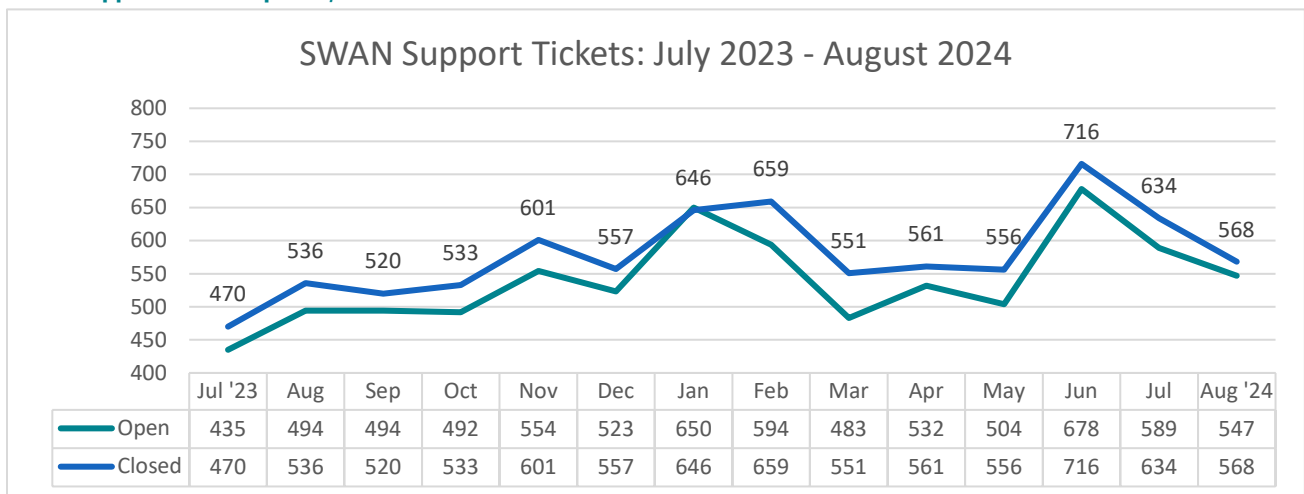
## System Maintenance & Outage Calendar

Production - Upgrade 4.1.0		SirsiDynix	Mon 6/17/2024	Tue 6/18/2024
Aspen Production Release		Aspen	Wed 6/26/2024	Thu 6/27/2024
Authority/Thesauri Rebuild		SirsiDynix	Wed 7/3/2024	Thu 7/4/2024
Aspen Test Release		Aspen	Fri 7/5/2024	Sat 7/6/2024
Symphony 4.1 Test Upgrade Take 2		SirsiDynix	Thu 7/11/2024	Fri 7/12/2024
Aspen Production Release		Aspen	Wed 7/17/2024	Thu 7/18/2024
Symphony 4.1 Production Upgrade Take 2		Planned, SirsiDynix	Wed 7/17/2024	Thu 7/18/2024
WorkFlows Connectivity Issues	API call caused workstation server to c...	Outage, SirsiDynix	Thu 8/1/2024	Thu 8/1/2024
Aspen Test Release		Aspen	Fri 8/2/2024	Sat 8/3/2024
SymphonyWeb - Prep		SirsiDynix	Wed 8/7/2024	Thu 8/8/2024
SymphonyWeb - Install		SirsiDynix	Thu 8/8/2024	Fri 8/9/2024
Aspen Production Release		Aspen	Wed 8/14/2024	Thu 8/15/2024
Symphony Server Outage	Hoopla sent connection request flood...	Outage, SirsiDynix	Tue 8/27/2024	Tue 8/27/2024
Hoopla Outage	Hoopla access was restricted after SIP2...	Outage, Vendors	Tue 8/27/2024	Wed 8/28/2024

## Support Tickets

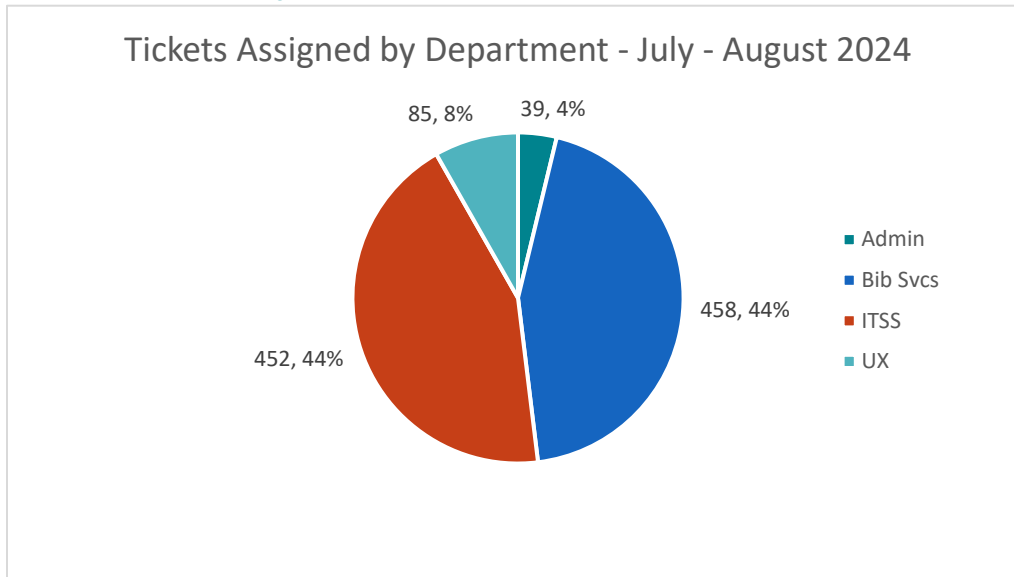
SWAN support staff continue to maintain an excellent monthly open/closed ticket ratio.

### SWAN Support Tickets Opened/Closed in Past 12 Months



*Data labels reflect tickets closed each month.*

## SWAN Support Tickets Assigned by Department



## Support Site

SWAN staff are wrapping up our rolling content audit, with the final segment focusing on documentation in the Discovery, E-resources, and Technology & IT areas.

Tara developed additional features on the support site to better present information about our user groups and meetings, in anticipation of the upcoming changes to user groups and posting our 2025 meeting schedule in October.

## Training Modules & Recordings

### Learning Management System (SWAN Online Learning)

We added 10 new users in July and 16 new users in August to the SWAN Online Learning management system.

Crystal Vela and Samantha Dietel completed two-day, in-person training sessions on the Articulate software platform that we use to build out our courses. This was an opportunity for Crystal to establish a stronger baseline in the tool to support it as product lead, and Sam will be taking over Claudia Nickson's prior role as a primary course developer in the arenas of cataloging and acquisitions.

### On-site Training and Consultation

### Circulation Mentor Program

We have completed one full year of the Circulation Mentor Program, and we have included a one-year review in this report.



## OpenAthens

### Database Link Audit

The OpenAthens database link audit is complete! Olivia reviewed database links for every SWAN library, a massive undertaking that will ensure that libraries are using OpenAthens for every resource possible. As browsers pursue changes to IP-based authentication methods, using OpenAthens will ensure libraries can provide uninterrupted access to databases. Going forward, we will discuss with our user groups if it would be beneficial to conduct this audit on a regular basis.

### Illinois State Library E-Resource Program

Olivia compiled the links for the Illinois State Library EBSCO databases and provided to the SWAN membership, saving them the effort of contacting EBSCO directly via phone as directed by the ISL. Authentication for all SWAN libraries' databases, provided through the Illinois State Library or through the RAILS Flagship package, is through OpenAthens.

We are still awaiting information from the ISL on authentication to databases for patrons outside of SWAN; currently, the planned GeoIP authentication is not working. The ISL plans to create a web page with access information, but that website is not live yet. The ISL is offering two webinars in September.

## Staff Updates and Development

### Staffing Updates

#### Bibliographic Services Consultant

After eight years, Claudia Nickson left SWAN in July to take a cataloging job at the Library of Congress. She was a valuable member of the Bibliographic Services Team and we wish her well in her new position.

The Bibliographic Services Team has hired a new Bibliographic Services Consultation to replace Claudia Nickson, who left the organization earlier this year. Lucas McKeever will begin employment at SWAN on Monday, September 23<sup>rd</sup>. He comes from a background as a leader in Technical Services departments in SWAN libraries, having worked at Elmwood Park Public Library and more recently as Head of Technical Services at Downers Grove Public Library.

#### Networking & Security Administrator

We have also made changes to the Networking Administrator job description that has been empty for a number of months. The job title has been changed to Networking and Security Administrator, reflecting an emphasis on cyber security and working with our disaster recovery and incident response partner, ArcticWolf. To balance the additional responsibilities, we eliminated several responsibilities concerning development. We sent the description to HR Source for grading, and it wound up in the same job tier as before, alongside our consultant-level roles.

We plan to post this job in the coming weeks with the goal of hiring for the position before the winter holidays.

## **Consultant, Training & Development**

We have also made changes to Crystal Vela's job description in response to her expressed desire to take on more of a leadership role in staff training and our internal need for such a role. Crystal's new title is Consultant, Training & Development. She will focus on identifying and fulfilling training needs of our member libraries; evaluating our training platforms including the support site, learning management software, YouTube, and Zoom consultations; coordinating site visits and in-service days; and taking lead on our documentation maintenance and review.

We are excited for her to take on this role. A coordinated, top-down approach to SWAN's training strategy has been needed. Crystal will continue to fulfill her role leading our Circulation groups, but we have re-assigned some of her job responsibilities to other staff.

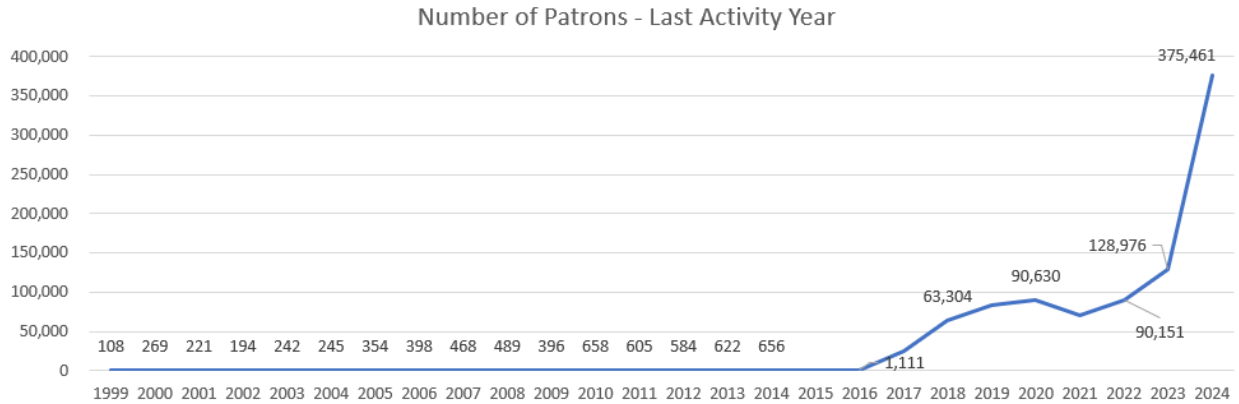
In addition to the job title change, Crystal has been named the ALA Learning Roundtable (LearnRT) liaison to the ALA Committee on Professional Ethics (COPE). This role brings ethical questions from LearnRT to COPE and reports back. Recent COPE topics have included the Intellectual Freedom Manual Style Guide and enforcement of the Code of Ethics.

## **Maintenance**

### **Automatic Monthly Patron Record Removal**

In July and August, we purged 12,351 inactive patrons from the database.

So far in 2024, there have been 375,461 patrons active in SWAN. Coupled with 2023 last-active users (128,976) this represents 54% of the total patron database. Since January 1, 2020, 81% 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 9/1/2014 regardless of outstanding bills.

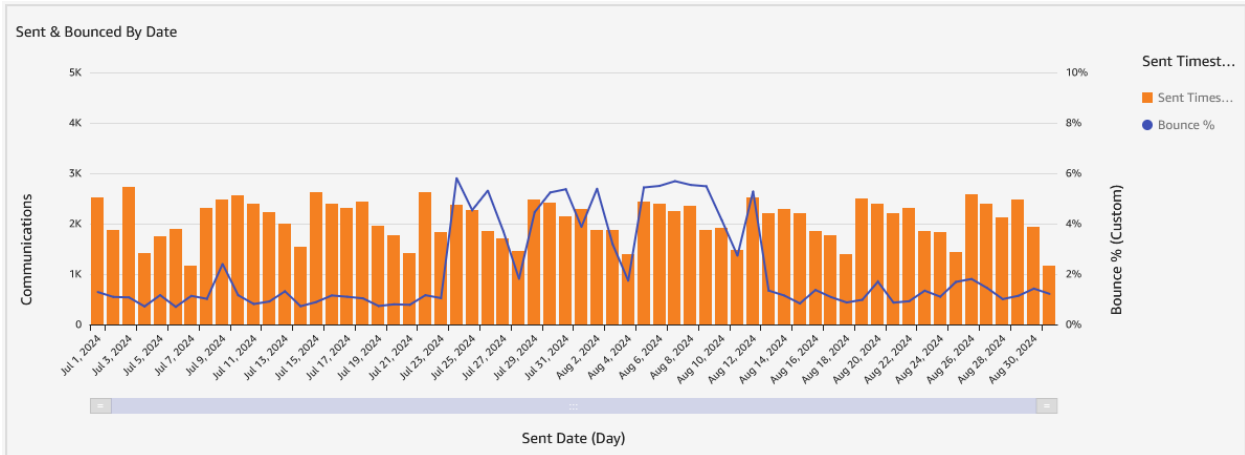


## MessageBee Statistics

There was a significant increase in MessageBee SMS failures during a three-week period between late-July and mid-August. These messages appear to have been rejected by the carrier. Rob Klaus from MessageBee was able to confirm this to have been the root cause of the increase in failed SMS messages. MessageBee will also be more proactive about notifying customers when these issues are encountered.

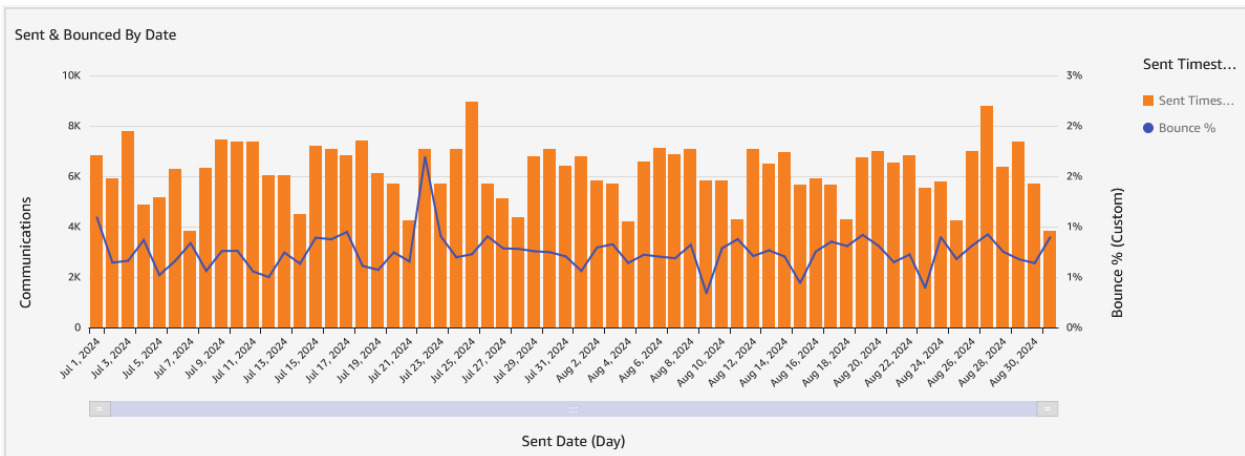
### SMS notifications

Month, Yr	SMS Sent	Success Count	Success Rate	Failed Count	Failure Rate
<b>October, 2023</b>	57,152	56,553	98.95%	599	1.05%
<b>November, 2023</b>	55,328	54,730	98.92%	598	1.08%
<b>December, 2023</b>	55,039	54,420	98.88%	619	1.12%
<b>January, 2024</b>	61,426	60,771	98.93%	655	1.07%
<b>February, 2024</b>	55,111	54,538	98.96%	573	1.04%
<b>March, 2024</b>	56,938	56,287	98.86%	651	1.14%
<b>April, 2024</b>	57,823	57,196	98.92%	627	1.08%
<b>May, 2024</b>	58,436	57,840	98.98%	596	1.02%
<b>June, 2024</b>	60,479	59,835	98.94%	644	1.06%
<b>July, 2024</b>	64,639	63,356	98.02%	1,283	1.98%
<b>August, 2024</b>	63,348	61,743	97.47%	1,605	2.53%



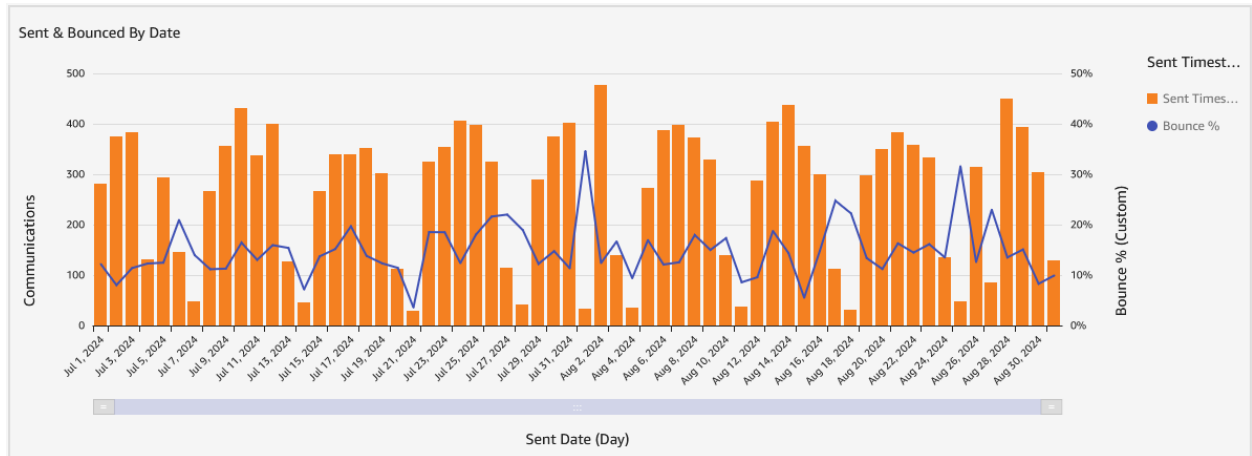
### Email notifications

Month, Yr	Email Sent	Success Count	Success Rate	Failed Count	Failure Rate
<b>October, 2023</b>	176,563	175,334	99.30%	1,229	0.70%
<b>November, 2023</b>	174,812	173,556	99.28%	1,256	0.72%
<b>December, 2023</b>	172,527	171,315	99.30%	1,212	0.70%
<b>January, 2024</b>	188,299	187,100	99.36%	1,199	0.64%
<b>February, 2024</b>	164,441	163,327	99.32%	1,114	0.68%
<b>March, 2024</b>	170,447	169,363	99.36%	1,084	0.64%
<b>April, 2024</b>	168,979	167,812	99.31%	1,167	0.69%
<b>May, 2024</b>	173,226	171,978	99.28%	1,248	0.72%
<b>June, 2024</b>	178,488	176,976	99.15%	1,512	0.85%
<b>July, 2024</b>	191,096	189,650	99.24%	1,446	0.76%
<b>August, 2024</b>	186,461	185,127	99.28%	1,334	0.72%



## Voice notifications

Month, Yr	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
October, 2023	7,347	7,009	95.40%	338	4.60%
November, 2023	7,239	6,911	95.47%	328	4.53%
December, 2023	6,804	6,494	95.44%	310	4.56%
January, 2024	8,016	7,629	95.17%	387	4.83%
February, 2024	7,383	7,020	95.08%	363	4.92%
March, 2024	6,977	6,692	95.92%	285	4.08%
April, 2024	7,075	6,748	95.38%	327	4.62%
May, 2024	7,263	6,943	95.59%	320	4.41%
June, 2024	7,185	6,843	95.24%	342	4.76%
July, 2024	7,774	7,402	95.21%	372	4.79%
August, 2024	7,542	7,190	95.33%	352	4.67%



## 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
June, 2024	428	\$ 372.36
July, 2024	450	\$ 404.50
August, 2024	471	\$ 433.32

## SendGrid Statistics

Month	Requests	Processed	Success Rate (Delivered)	Addresses			Messages		
				Bounced	Marked as Spam	Invalid	Blocks Month	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
Jul '24	82,085	79,731	98.76% (78,747)	232	8	38	1,558	2,066	250
Aug, 24	78,843	76,460	98.88% (75,545)	210	10	38	1,517	2,087	258

## 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
<b>Orig 2020</b>	99	111	69	152	98	129	88	102	76	62	56	46	<b>1,088</b>
<b>Copy 2020</b>	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	<b>24,467</b>
<b>Orig 2021*</b>	41	53	54	73	49	88	49	71	80	65	72	104	<b>799</b>
<b>Copy 2021*</b>	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367	1,463	2,295	1,802	<b>21,769</b>
<b>Orig** 2022</b>	84	143	93	57	106	97	52	133	87	74	55	77	<b>1,058</b>
<b>Copy** 2022</b>	1,808	2,283	2,059	2,299	2,239	1,886	1,976	2,706	1,944	1,918	2,010	2,275	<b>25,403</b>
<b>Orig 2023</b>	114	123	187	197	164	146	57	38	34	104	111	40	<b>1,315</b>
<b>Copy 2023</b>	2,925	2,213	2,352	1,819	2,630	2,310	1,752	2,215	1,875	2,338	1,968	1,838	<b>26,235</b>
<b>Orig 2024</b>	134	149	127	132	125	80	129	63					
<b>Copy 2024</b>	2072	1936	1633	1967	1727	1630	1658	1293					

### Items Added in 2024

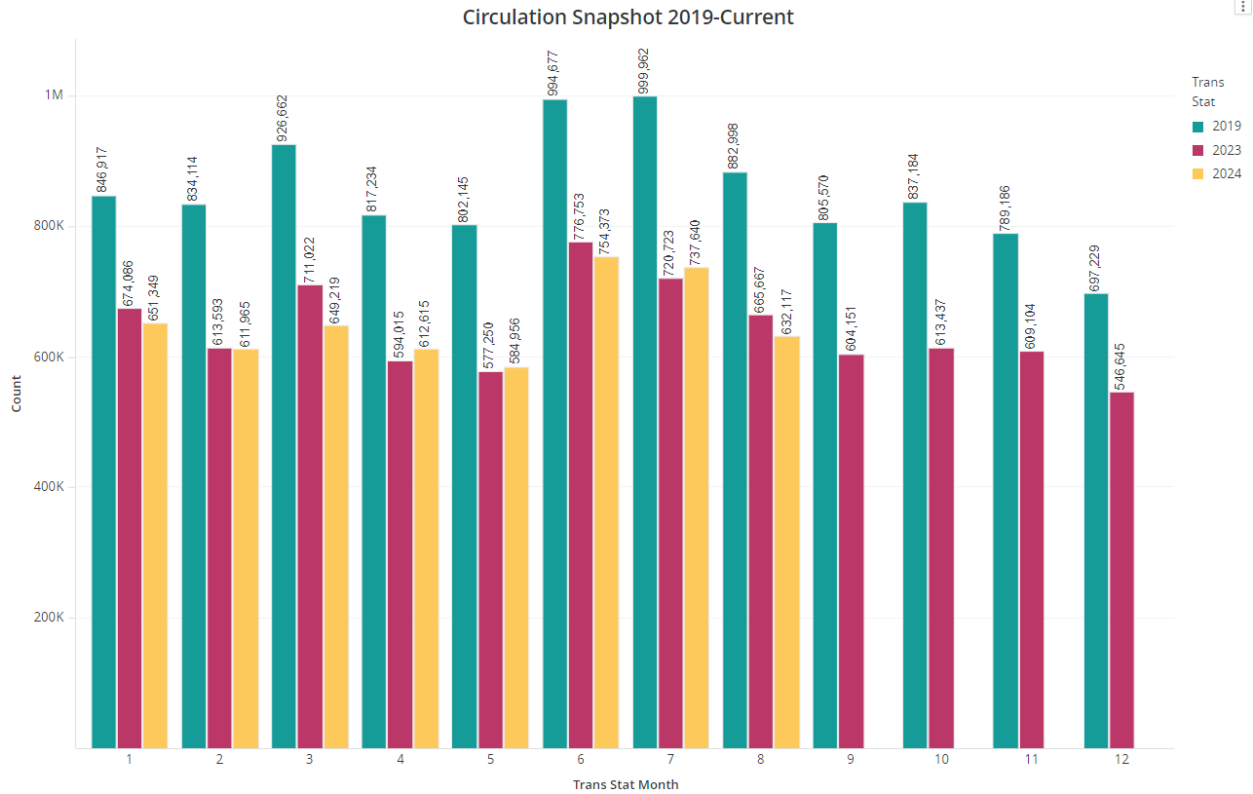
In July and August, 91,026 new items were added to our database, including 12,449 new catalog records. Nearly 3,000 records were overlaid by SWAN cataloging staff with cataloging libraries contributing at varying levels.

### Circulation

#### Monthly total comparison since 2019

In July and August, we had 737,640 and 632,117 systemwide circulations respectively, still in close proximity to prior year’s numbers.

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.

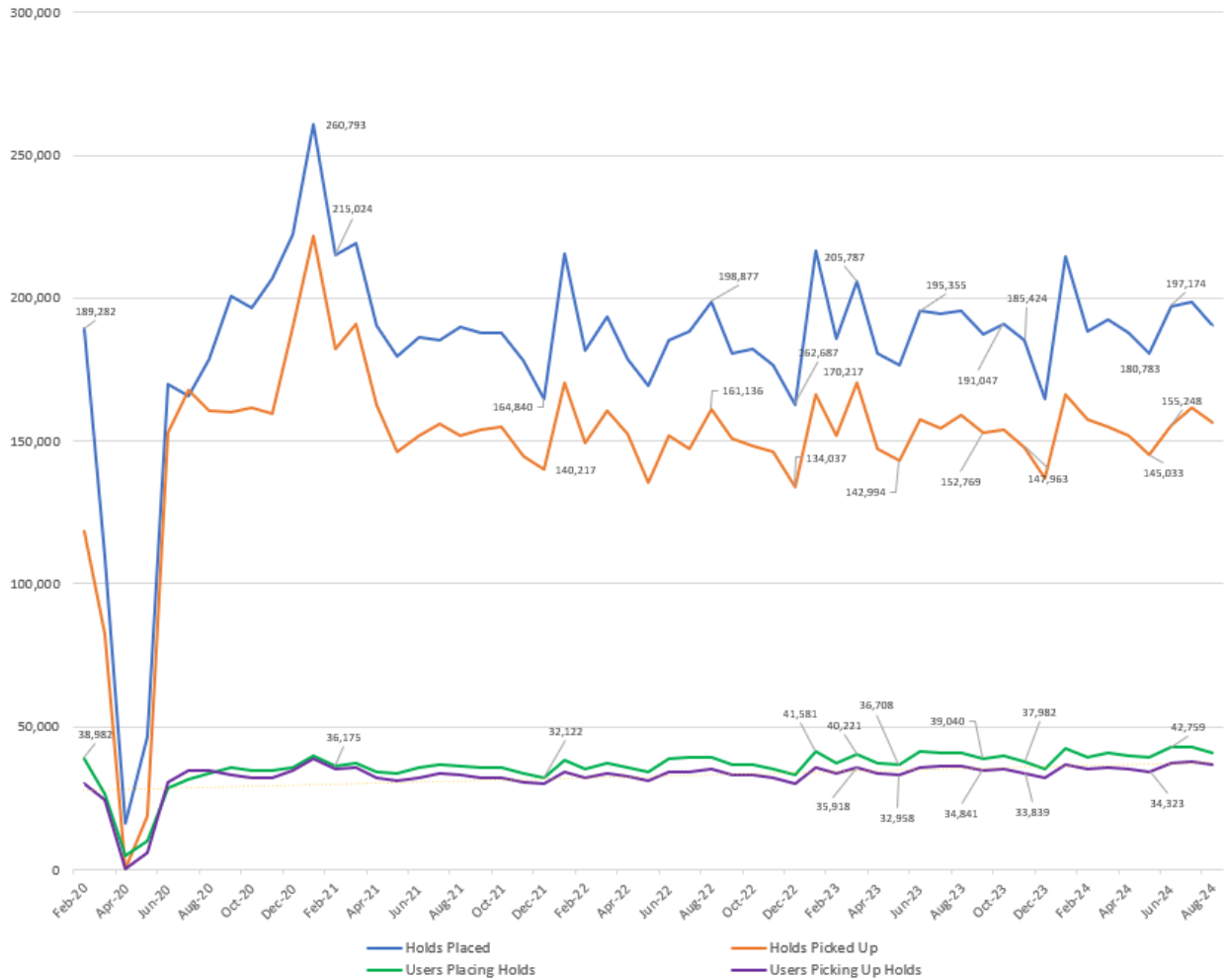
## Holds

### Holds Placement & Pick-up

The number of patrons placing holds was 42,805 in July and 40,862 in August, with 389,364 combined total holds placed. We are still unable to distinguish between holds placed in Aspen versus LiDA, though ByWater Solutions is aware this is a priority for us.



Trends in Holds, Feb 2020 - Present



### Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 108,492 in July and 109,136 in August in June, for 16% and 18% of total checkouts.

Reciprocal borrowing between SWAN libraries totaled another 15-16% of total checkouts at 105,673 and 99,690 checkouts. Non-SWAN reciprocal borrowing made up another 3% of checkouts as usual.

### OCLC Worldwide Resource Sharing

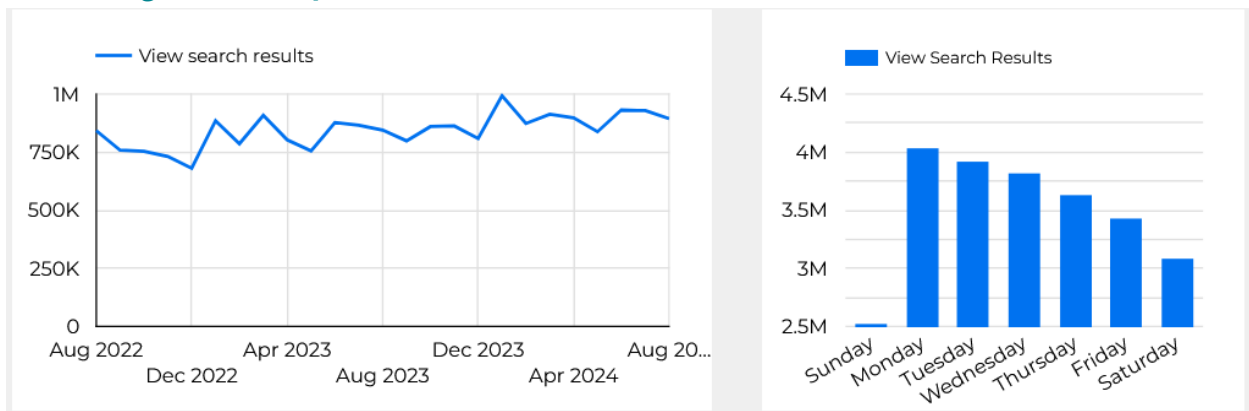
Our combined OCLC interlibrary loan statistics show that SWAN was again a net lender in July and August by a ratio of 2 items lend for each item borrowed. These months, we lent 5,883 items and 28 copies and borrowed 2,827 items and 42 copies.

# Online Public Catalog - Aspen

## Top 25 Searches in Aspen (July - August 2024)

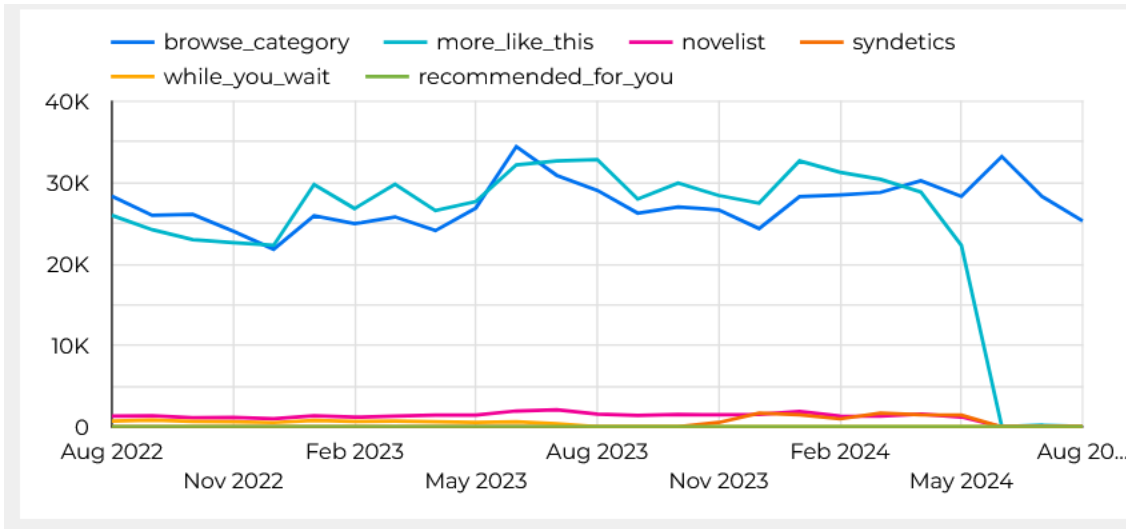
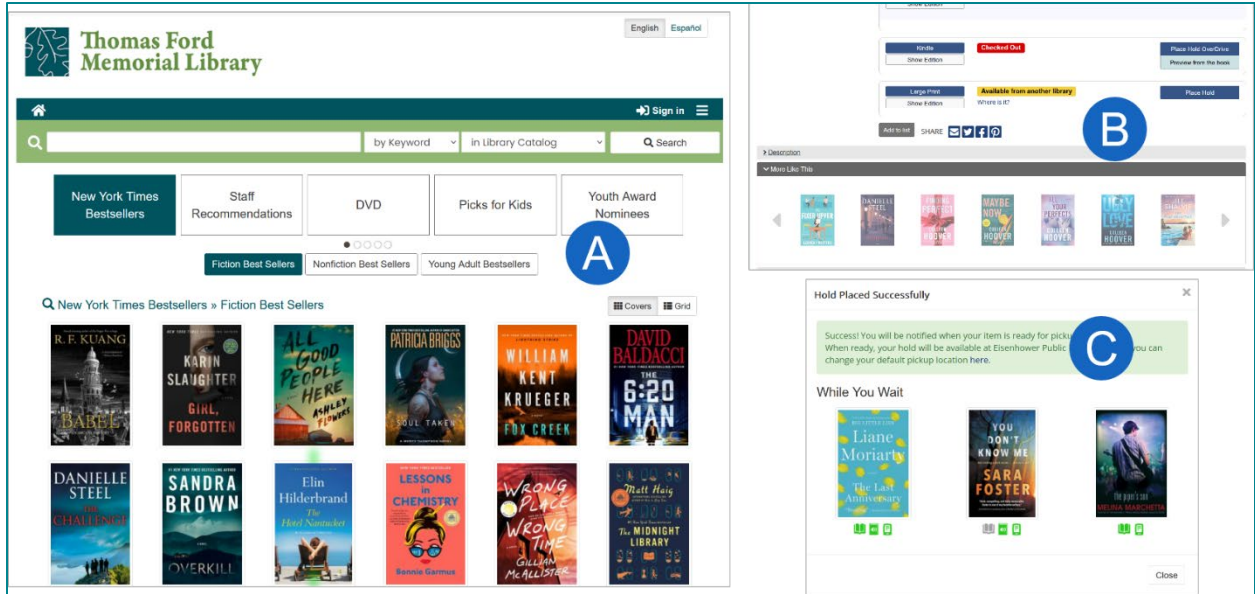
- |                    |                                    |                          |
|--------------------|------------------------------------|--------------------------|
| 1. it ends with us | 11. lincoln book nominee list 2024 | 19. nintendo switch      |
| 2. colleen hoover  | 12. olympics                       | 20. harry potter         |
| 3. freida mcfadden | 13. bluey                          | 21. historical fiction   |
| 4. the women       | 14. library of things              | 22. movies               |
| 5. kristin hannah  | 15. james patterson                | 23. the god of the woods |
| 6. dvd             | 16. nintendo switch video games    | 24. dog man              |
| 7. the housemaid   | 17. emily henry                    | 25. horror               |
| 8. school          | 18. hillbilly elegy                |                          |
| 9. minecraft       |                                    |                          |
| 10. pokemon        |                                    |                          |

## Results Pageviews in Aspen



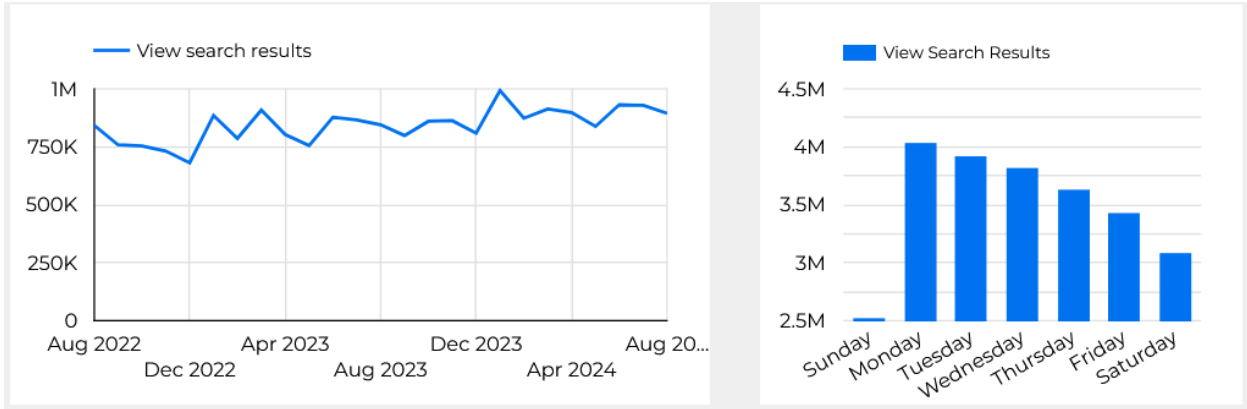
## Usage of Recommendations

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.



## SWAN Libraries + App – Aspen LiDA

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



**SWAN**  
**Calendar-Timetable of Deadlines and Board Action Requirements**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
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).

## SWAN Board & Membership Meeting Schedule 2024 - 2025

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	Canceled
Thursday, September 5, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, September 20, 2024	Regular SWAN Board Meeting	Glen Ellyn Public Library
Friday, October 18, 2024	Regular SWAN Board Meeting	Tinley Park Public Library
Friday, November 22, 2024	Regular SWAN Board Meeting	Tinley Park Public Library
Thursday, December 5, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, December 20, 2024	Regular SWAN Board Meeting	Blue Island Public Library
Friday, January 24, 2025	Regular SWAN Board Meeting	Blue Island Public Library
Tuesday, February 4, 2025	Committee of the Whole meeting (virtual)	Zoom meeting
Friday, February 21, 2025	Regular SWAN Board Meeting	Glen Ellyn Public Library
Thursday, March 6, 2025	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, March 21, 2025	Regular SWAN Board Meeting	Roselle Public Library District
Friday, April 18, 2025	Regular SWAN Board Meeting	Roselle Public Library District
Friday, May 23, 2025	Regular SWAN Board Meeting	Palos Heights Public Library
Thursday, June 5, 2025	SWAN Quarterly Meeting	Oak Brook Public Library

**Date:** September 20, 2024  
**To:** SWAN Board of Directors  
**From:** Aaron Skog, Executive Director  
**Re:** Disposing SWAN office furniture assets

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SWAN will downsize its office footprint which means some of the furniture will need to be deaccessioned. Considering the furniture was purchased with SWAN funds, I will prioritize donating items to SWAN member libraries.

#### **Donate/sell to libraries**

The [RAILS Classifieds page](#) is a good way to reach a large number of libraries. Items posted by SWAN will be prioritized to SWAN member libraries on a first come first served basis. I alerted libraries via SWANcom that SWAN will begin listing items on the classifieds page, and to subscribe to the email alerts when any items are posted.

#### **Donate to SWAN employees**

Some employees have expressed interest in the office chairs for home use. There are also standing desks that will no longer be needed. I recommend using a lottery system for staff to see how many of these items will be donated to staff, and then have the remaining items posted on RAILS Classifieds.

#### **Donations to schools**




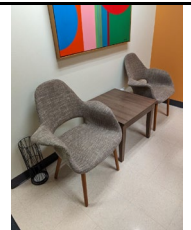

Office supplies no longer needed by SWAN will be donated to school districts.

#### **Moving company disposal**




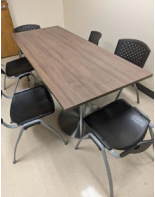
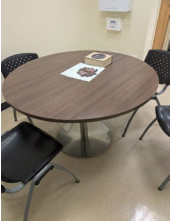
The moving company quotations provided a \$5,000 add-on fee to dispose of office furniture not going to the new location. Our goal is to have as much furniture donated or disposed of prior to the move.




#### **Items available**






The following list of items is the SWAN furniture detailing what will be disposed.

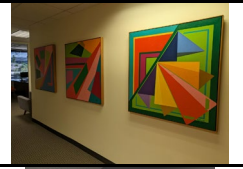

Furniture	Count	Height	Width	Length	Bring	Sell/Donate	Photo
Desk - half	19		71	77.5	9	10	
Desk - full	2		71	103	0	2	
Desk - half other	1				0	1	
Chairs - office	18				9	9	
Table - conference	6		72	24	4	2	
Table - round	4				2	2	
Table - square	1				1	0	
Table - media	2		73	60	0	2	



Furniture	Count	Height	Width	Length	Bring	Sell/Donate	Photo
Cabinets - metal gray	8	41	18.5	36	8	0	
Cabinets - wood	6		22	35.5	0	6	
Bookshelf	5	71	31.5	14	5	0	
Kitchen table rectangular	1	72	30	29.5	0	1	
Kitchen table round	1	47	47	29.5	0	1	
Desk - return	2				0	2	

Furniture	Count	Height	Width	Length	Bring	Sell/Donate	Photo
Varidesks	9				3	6	
Chairs - orange	15				6	9	
Chairs - brown	2				2	0	
Chairs - media	7				0	7	

Furniture	Count	Height	Width	Length	Bring	Sell/Donate	Photo
Chairs - kitchen	10				10	0	
Chairs - orange plastic	2				0	2	
Chairs - conference	12				0	12	
IT rack	1	81	21.5	29	1	0	
Sofa	1				0	1	
Stuffed chair	2				0	2	
Stuffed foot rest	1				0	1	

Furniture	Count	Height	Width	Length	Bring	Sell/Donate	Photo
Paintings	4	41	41	2	4	0	
Framed artwork	10	26	38	1	10	0	

**Date:** September 20, 2024  
**To:** SWAN Board  
**From:** Aaron Skog, Executive Director  
**Re:** FY26 Budget Timeline



We are about to start preparation of the fiscal year 2026 budget for the July 1, 2025 – June 30, 2026 period. Below is a timeline of the budget process.

DATE	MEETING TYPE	ACTION ITEMS
September 1 - 30, 2024	Executive Director	Collect county tax data, submit FOIA to Cook County Treasurer for tax data.
Friday, October 18, 2024	Regular SWAN Board Meeting	Aaron begins work on budget, brings questions to SWAN Board if needed.
November [TDB]	Finance Committee	Aaron Skog and Treasurer review Budget; SWAN potential policies are reviewed.
Friday, November 22, 2024	Regular SWAN Board Meeting	Board accepts financial audit. Aaron to bring budget draft; Board discuss Fees and determines next steps.
Thursday, December 5, 2024	Quarterly	Announce budget process.
Friday, December 20, 2024	Regular SWAN Board Meeting	Review of 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.
January 2025 [TBD]	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Announce February COW date and possible location of meeting.
February 4, 2025	COW Membership Meeting	Meeting to discuss budget, fees, and reserves worksheet.

DATE	MEETING TYPE	ACTION ITEMS
Friday, February 21, 2025	Regular SWAN Board Meeting	Incorporate changes and suggestions to SWAN budget. Create recommendation to membership.
Thursday, March 6, 2025	Quarterly	Roll call vote to approve SWAN budget.