SWAN BOARD MEETING AGENDA

November 22, 2024 9:30 a.m.

Tinley Park Public Library
2nd floor Board Room
7851 Timber Drive
Tinley Park, IL 60477-5387

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 November 22, 2024 SWAN Board Meeting Agenda   (Exhbit pgs. 1-2)

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

4. Action Item – Approval of SWAN Financials, October 2024   (Exhibit pgs. 3-16)

   a. Balance sheet and detail of expenditures for October 2024
   b. Approval of the payment of bills for October 1, 2024, through October 31, 2024 in the amount of $73,624.06

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

5. Action Item – Acceptance of the October 18, 2024, SWAN Board Meeting Minutes   (Exhibit pgs. 17-20)

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE OCTOBER 18, 2024 SWAN BOARD
   > MEETING MINUTES AS PRESENTED

6. Action Item – Acceptance of the October 18, 2024, SWAN Environmental Scan Task Force Meeting Minutes   (Exhibit p. 21)

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE OCTOBER 18, 2024 SWAN BOARD
   > ENVIRONMENTAL SCAN TASK FORCE MINUTES AS PRESENTED

7. Reports
    a. Board President Report
    b. Executive Director Report (Exhibit pgs. 22-24)
    c. Operations Report (Exhibit pgs. 25-40)
    d. Treasurer Report
    e. Board Calendar (Exhibit pgs.41-42)

8. Information Item—Sick Leave Donation annual report (Exhibit p. 43)

9. Discussion—SWAN Quarterly meeting December 5, 2024 agenda (Exhibit p. 44)

10. 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	Vice President	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	Treasurer	July 1, 2026
Jennifer Cottrill	Midlothian Public Library	President	July 1, 2026

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SWAN Library Services
Balance Sheet
As of October 31, 2024

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	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	428,471.80
Hinsdale Bank - MM - 5010	1,567,007.59
IMET Funds	359,222.25
Propay Funds	42.86
Total Cash and Cash Equivalents	$ 2,354,744.50
Current Assets	
Accounts Receivable	607,123.50
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Prepaid Expenses	4,649.01
Total Current Assets	$ 635,239.59
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(353,549.65)
Total Capital Assets, net	$ 14,229.21
Other Assets	
Intangible Right to Use Asset - Office Space	234,201.57
Accumulated Amortization - Right to Use Asset	(205,640.28)
Subscription Asset	1,933,499.27
Accumulated Amortization - Subscription Asset	(1,338,020.80)
Total Other Assets	$ 624,039.76
Total Assets	$ 3,628,253.06
LIABILITIES	
Current Liabilities	
Library Consortia Special Interest Group Funds	6,346.46
Accrued Payroll	57,702.49
Compensated Absences	122,929.42
Total Current Liabilities	$ 186,978.37
Long Term Liabilities	
Lease Liability - Right to Use Asset	35,466.58
Subscription Liability	230,629.50
Accrued Interest Liability - SBITA	6,659.48
Total Long Term Liabilities	$ 272,755.56
Total Liabilities	$ 459,733.93
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,893,173.82
Total Beginning Net Assets	$ 2,893,173.82
Current YTD Net Income	$ 275,345.31
Total Fund Balance	$ 3,168,519.13
Total Liabilities and Fund Balances	$ 3,628,253.06

Statement of Revenue and Expenses Summary
For the 4 Months Ended October 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$711,779.73	$1,432,303.98	$2,875,427.00	$ 1,443,123.02	49.81%
4100 - Membership Reimbursements	255.00	299,939.56	491,375.00	191,435.44	61.04%
4200 - Reimbursement for Losses	9,780.36	36,035.59	98,000.00	61,964.41	36.77%
4300 - Grant Revenue	125,153.92	250,307.84	500,616.00	250,308.16	50.00%
4400 - Registration & Event Receipts	(70.00)	7,560.00	5,000.00	(2,560.00)	151.20%
4500 - Investment & Interest	7,982.82	33,265.56	83,328.00	50,062.44	39.92%
Total Revenue	854,881.83	2,059,412.53	4,053,746.00	1,994,333.47	50.80%
Expenses					
5000 - Salaries & Wages	112,919.36	495,802.32	1,577,736.00	1,081,933.68	31.42%
5020 - Personnel Benefits	43,276.72	148,325.03	445,419.00	297,093.97	33.30%
5100 - Building & Grounds	1,762.88	45,084.95	97,410.00	52,325.05	46.28%
5200 - Professional Development	-	3,909.05	14,700.00	10,790.95	26.59%
5300 - Membership Development	3,210.11	4,263.65	10,750.00	6,486.35	39.66%
5400 - Information & Technology Services	16,892.60	702,677.54	1,206,700.00	504,022.46	58.23%
5500 - General Office	72.43	1,828.10	12,700.00	10,871.90	14.39%
5600 - Hardware & Equipment	-	1,673.14	2,000.00	326.86	83.66%
5700 - Insurance	-	4,692.00	11,400.00	6,708.00	41.16%
5800 - Contractual Services	8,536.78	40,802.11	125,760.00	84,957.89	32.44%
5900 - Library Materials & Content	15,306.55	333,705.80	584,375.00	250,669.20	57.10%
6000 - Interest & Fees	435.37	1,303.53	2,474.00	1,170.47	52.69%
Total Expenses	202,412.80	1,784,067.22	4,093,745.90	2,309,678.68	43.58%
Excess Revenues less Expenses	$ 652,469.03	$ 275,345.31	$ (39,999.90)	$ (315,345.21)	

Statement of Revenue and Expenses
For the 4 Months Ended October 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 711,779.73	$ 1,432,303.98	$ 2,871,727.00	$ 1,439,423.02	49.88%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	255.00	299,939.56	491,375.00	191,435.44	61.04%
4220 - Reimbursement Losses for Resource Sharing	7,592.88	22,370.27	50,000.00	27,629.73	44.74%
4240 - E-Commerce Transactions	2,187.48	13,665.32	43,000.00	29,334.68	31.78%
4250 - Deaccession Transactions	0.00	0.00	5,000.00	5,000.00	0.00%
4310 - RAILS Support to SWAN	125,153.92	250,307.84	500,616.00	250,308.16	50.00%
4499 - Annual Conference Receipts	(70.00)	7,560.00	5,000.00	(2,560.00)	151.20%
4510 - Interest Income	7,982.82	33,265.56	83,328.00	50,062.44	39.92%
Total Revenue	854,881.83	2,059,412.53	4,053,746.00	1,994,333.47	50.80%
Expenses					
5000 - Salaries & Wages	112,919.36	495,802.32	1,577,736.00	1,081,933.68	31.42%
5021 - FICA Expense	8,358.37	36,799.88	120,700.00	83,900.12	30.49%
5023 - Worker's Compensation	0.00	0.00	4,719.00	4,719.00	0.00%
5024 - Retirement Benefits	10,638.44	46,913.50	143,700.00	96,786.50	32.65%
5025 - Health, Dental, Life And Disability Insurance	24,244.91	64,438.68	174,800.00	110,361.32	36.86%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	35.00	172.97	400.00	227.03	43.24%
5110 - Rent/Lease	0.00	40,751.00	88,000.00	47,249.00	46.31%
5120 - Utilities	675.03	2,540.25	4,300.00	1,759.75	59.08%
5130 - Property Insurance	642.00	642.00	650.00	8.00	98.77%
5140 - Repairs & Maintenance	185.85	371.70	960.00	588.30	38.72%
5150 - Custodial Service & Supplies	260.00	780.00	3,500.00	2,720.00	22.29%
5210 - Conference Travel	0.00	1,594.64	6,000.00	4,405.36	26.58%
5220 - Staff Meetings	0.00	176.41	900.00	723.59	19.60%
5230 - Staff Professional Development	0.00	365.00	4,000.00	3,635.00	9.13%
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	0.00	1,590.00	500.00	(1,090.00)	318.00%
5310 - Travel Reimbursement	76.11	244.15	800.00	555.85	30.52%
5330 - Library Professional Development	3,134.00	4,019.50	7,450.00	3,430.50	53.95%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5420 - Application Software Licensing	54.00	3,711.00	16,800.00	13,089.00	22.09%
5430 - Server Software Licensing	9,553.27	58,707.71	121,800.00	63,092.29	48.20%
5440 - Library Services Platform	0.00	511,767.24	921,000.00	409,232.76	55.57%
5450 - Data Management Services	4,536.20	12,223.20	33,000.00	20,776.80	37.04%
5460 - Information Subscription Service	0.00	78,826.32	75,700.00	(3,126.32)	104.13%
5470 - Subscription Support Services	877.00	32,264.00	23,200.00	(9,064.00)	139.07%
5480 - Telecommunications	1,872.13	5,178.07	14,500.00	9,321.93	35.71%
5490 - Group Purchases - Services	0.00	0.00	700.00	700.00	0.00%
5510 - Office Supplies	0.00	287.67	2,200.00	1,912.33	13.08%
5520 - Postage	8.50	205.47	500.00	294.53	41.09%
5550 - Furniture	0.00	0.00	10,000.00	10,000.00	0.00%
5599 - Annual Conference Supplies	63.93	1,334.96	0.00	(1,334.96)	0.00%
5620 - Hardware	0.00	1,673.14	2,000.00	326.86	83.66%
5700 - Insurance	0.00	4,692.00	11,400.00	6,708.00	41.16%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	1,085.00	3,255.00	19,160.00	15,905.00	16.99%
5830 - Consulting	0.00	2,640.00	5,000.00	2,360.00	52.80%
5840 - Payroll Service Fees	329.36	1,416.87	4,500.00	3,083.13	31.49%
5860 - Notification & Collection	7,122.42	21,421.24	86,700.00	65,278.76	24.71%

Statement of Revenue and Expenses
For the 4 Months Ended October 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5899 - Annual Conference Facility Contract	0.00	12,069.00	8,900.00	(3,169.00)	135.61%
5920 - Reimburse for Resource Sharing	11,514.44	22,146.39	50,000.00	27,853.61	44.29%
5940 - E-Commerce Payment Transactions	3,792.11	15,453.95	43,000.00	27,546.05	35.94%
5990 - Group Purchases - Content	0.00	296,105.46	491,375.00	195,269.54	60.26%
6010 - Bank Fees	435.37	1,303.53	2,424.00	1,120.47	53.78%
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%
Total Expenses	202,412.80	1,784,067.22	4,093,745.90	2,309,678.68	43.58%
Excess Revenues less Expenses	$ 652,469.03	$ 275,345.31	$ (39,999.90)	$ (315,345.21)	

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Acorn Public Library				10937	10/11/24	151.50
5920	Reimburse for Resource Sharing	Acorn Public Library	151.50			
Addison Public Library				10938	10/11/24	545.54
5920	Reimburse for Resource Sharing	Addison Public Library	545.54			
Batavia Public Library				10939	10/11/24	227.91
5920	Reimburse for Resource Sharing	Batavia Public Library	227.91			
Bedford Park Public Library District				10940	10/11/24	137.00
5920	Reimburse for Resource Sharing	Bedford Park Public Library District	137.00			
Bensenville EL School District # 2				10941	10/11/24	60.71
5920	Reimburse for Resource Sharing	Bensenville EL School District # 2	60.71			
Bensenville Public Library				10942	10/11/24	214.20
5920	Reimburse for Resource Sharing	Bensenville Public Library	214.20			
Berkeley Public Library				10943	10/11/24	115.74
5920	Reimburse for Resource Sharing	Berkeley Public Library	115.74			
Berwyn Public Library				10944	10/11/24	272.84
5920	Reimburse for Resource Sharing	Berwyn Public Library	272.84			
Bloomingdale Public Library				10945	10/11/24	144.87
5920	Reimburse for Resource Sharing	Bloomingdale Public Library	144.87			
Blue Island Public Library				10946	10/11/24	133.26
5920	Reimburse for Resource Sharing	Blue Island Public Library	133.26			
Broadview Public Library District				10947	10/11/24	303.02
5920	Reimburse for Resource Sharing	Broadview Public Library District	303.02			
Calumet City Public Library				10948	10/11/24	363.06
5920	Reimburse for Resource Sharing	Calumet City Public Library	363.06			

SWAN Library Services
Check Register
All Bank Accounts
October 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Chicago Heights Public Library				10949	10/11/24	124.41
5920	Reimburse for Resource Sharing	Chicago Heights Public Library	124.41			
Crestwood Public Library District				10950	10/11/24	30.05
5920	Reimburse for Resource Sharing	Crestwood Public Library District	30.05			
Dolton Public Library District				10951	10/11/24	232.99
5920	Reimburse for Resource Sharing	Dolton Public Library District	232.99			
Downers Grove Public Library				10952	10/11/24	386.74
5920	Reimburse for Resource Sharing	Downers Grove Public Library	386.74			
Eisenhower Public Library District				10953	10/11/24	636.04
5920	Reimburse for Resource Sharing	Eisenhower Public Library District	636.04			
Elmwood Park Public Library				10954	10/11/24	45.14
5920	Reimburse for Resource Sharing	Elmwood Park Public Library	45.14			
Flossmoor Public Library				10955	10/11/24	374.51
5920	Reimburse for Resource Sharing	Flossmoor Public Library	374.51			
Forest Park Public Library				10956	10/11/24	571.75
5920	Reimburse for Resource Sharing	Forest Park Public Library	571.75			
Frankfort Public Library District				10957	10/11/24	152.83
5920	Reimburse for Resource Sharing	Frankfort Public Library District	152.83			
Franklin Park Public Library District				10958	10/11/24	154.45
5920	Reimburse for Resource Sharing	Franklin Park Public Library District	154.45			
Glenside Public Library				10959	10/11/24	208.52
5920	Reimburse for Resource Sharing	Glenside Public Library	208.52			
Hillside Public Library				10960	10/11/24	55.01
5920	Reimburse for Resource Sharing	Hillside Public Library	55.01			
Hinsdale Public Library				10961	10/11/24	306.45

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Hinsdale Public Library	306.45			
Hodgkins Public Library District				10962	10/11/24	17.00
5920	Reimburse for Resource Sharing	Hodgkins Public Library District	17.00			
Justice Public Library District				10963	10/11/24	192.23
5920	Reimburse for Resource Sharing	Justice Public Library District	192.23			
La Grange Public Library				10964	10/11/24	277.28
5920	Reimburse for Resource Sharing	La Grange Public Library	277.28			
Lansing Public Library				10965	10/11/24	231.98
5920	Reimburse for Resource Sharing	Lansing Public Library	231.98			
Matteson Public Library				10966	10/11/24	284.42
5920	Reimburse for Resource Sharing	Matteson Public Library	284.42			
McCook Public Library District				10967	10/11/24	193.85
5920	Reimburse for Resource Sharing	McCook Public Library District	193.85			
Messenger Public Library of North Aurora				10968	10/11/24	212.80
5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora	212.80			
Nancy L. McConathy Public Library District				10969	10/11/24	6.53
5920	Reimburse for Resource Sharing	Nancy L. McConathy Public Library District	6.53			
National University of Health Sciences				10970	10/11/24	35.95
5920	Reimburse for Resource Sharing	National University of Health Sciences	35.95			
Oak Brook Public Library				10971	10/11/24	153.80
5920	Reimburse for Resource Sharing	Oak Brook Public Library	153.80			
Oak Lawn Public Library				10972	10/11/24	880.58
5920	Reimburse for Resource Sharing	Oak Lawn Public Library	880.58			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Oak Park Public Library				10973	10/11/24	1,508.24
5920	Reimburse for Resource Sharing	Oak Park Public Library	1,508.24			
Palos Heights Public Library				10974	10/11/24	302.74
5920	Reimburse for Resource Sharing	Palos Heights Public Library	302.74			
Riverside Public Library				10975	10/11/24	64.12
5920	Reimburse for Resource Sharing	Riverside Public Library	64.12			
Roselle Public Library				10976	10/11/24	82.75
5920	Reimburse for Resource Sharing	Roselle Public Library	82.75			
Schiller Park Public Library				10977	10/11/24	117.00
5920	Reimburse for Resource Sharing	Schiller Park Public Library	117.00			
South Holland Public Library				10978	10/11/24	121.84
5920	Reimburse for Resource Sharing	South Holland Public Library	121.84			
Summit Public Library District				10979	10/11/24	35.95
5920	Reimburse for Resource Sharing	Summit Public Library District	35.95			
The Theosophical Society in America				10980	10/11/24	95.90
5920	Reimburse for Resource Sharing	The Theosophical Society in America	95.90			
Tinley Park Public Library				10981	10/11/24	457.66
5920	Reimburse for Resource Sharing	Tinley Park Public Library	457.66			
University Park Public Library District				10982	10/11/24	68.98
5920	Reimburse for Resource Sharing	University Park Public Library District	68.98			
Warrenville Public Library District				10983	10/11/24	5.38
5920	Reimburse for Resource Sharing	Warrenville Public Library District	5.38			
Wood Dale Public Library District				10984	10/11/24	175.92
5920	Reimburse for Resource Sharing	Wood Dale Public Library District	175.92			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Worth Public Library District				10985	10/11/24	43.00
5920	Reimburse for Resource Sharing	Worth Public Library District	43.00			
Acorn Public Library				10986	10/14/24	24.27
5940	E-Commerce Payment Transactions	Acorn Public Library	24.27			
Batavia Public Library				10987	10/14/24	37.31
5940	E-Commerce Payment Transactions	Batavia Public Library	37.31			
Beecher Community Library District				10988	10/14/24	14.83
5940	E-Commerce Payment Transactions	Beecher Community Library District	14.83			
Bellwood Public Library				10989	10/14/24	17.92
5940	E-Commerce Payment Transactions	Bellwood Public Library	17.92			
Berkeley Public Library				10990	10/14/24	15.97
5940	E-Commerce Payment Transactions	Berkeley Public Library	15.97			
Berwyn Public Library				10991	10/14/24	58.65
5940	E-Commerce Payment Transactions	Berwyn Public Library	58.65			
Bloomingdale Public Library				10992	10/14/24	51.02
5940	E-Commerce Payment Transactions	Bloomingdale Public Library	51.02			
Broadview Public Library District				10993	10/14/24	37.34
5940	E-Commerce Payment Transactions	Broadview Public Library District	37.34			
Carol Stream Public Library				10994	10/14/24	27.10
5940	E-Commerce Payment Transactions	Carol Stream Public Library	27.10			
Chicago Heights Public Library				10995	10/14/24	27.64
5940	E-Commerce Payment Transactions	Chicago Heights Public Library	27.64			
Chicago Ridge Public Library				10996	10/14/24	16.01
5940	E-Commerce Payment Transactions	Chicago Ridge Public Library	16.01			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Cicero Public Library				10997	10/14/24	28.32
5940	E-Commerce Payment Transactions	Cicero Public Library	28.32			
Elmwood Park Public Library				10998	10/14/24	24.52
5940	E-Commerce Payment Transactions	Elmwood Park Public Library	24.52			
Flossmoor Public Library				10999	10/14/24	116.96
5940	E-Commerce Payment Transactions	Flossmoor Public Library	116.96			
Forest Park Public Library				11000	10/14/24	151.64
5940	E-Commerce Payment Transactions	Forest Park Public Library	151.64			
Geneva Public Library District				11001	10/14/24	310.49
5940	E-Commerce Payment Transactions	Geneva Public Library District	310.49			
Glen Ellyn Public Library				11002	10/14/24	108.36
5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	108.36			
Glenside Public Library				11003	10/14/24	25.65
5940	E-Commerce Payment Transactions	Glenside Public Library	25.65			
Grande Prairie Public Library				11004	10/14/24	32.00
5940	E-Commerce Payment Transactions	Grande Prairie Public Library	32.00			
Green Hills Public Library District				11005	10/14/24	95.26
5940	E-Commerce Payment Transactions	Green Hills Public Library District	95.26			
Hinsdale Public Library				11006	10/14/24	79.73
5940	E-Commerce Payment Transactions	Hinsdale Public Library	79.73			
Lansing Public Library				11007	10/14/24	57.22
5940	E-Commerce Payment Transactions	Lansing Public Library	57.22			
Linda Sokol Francis Brookfield Library				11008	10/14/24	26.57
5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	26.57			

SWAN Library Services
Check Register
All Bank Accounts
October 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Lyons Public Library				11009	10/14/24	18.49
5940	E-Commerce Payment Transactions	Lyons Public Library	18.49			
Matteson Public Library				11010	10/14/24	16.26
5940	E-Commerce Payment Transactions	Matteson Public Library	16.26			
Maywood Public Library District				11011	10/14/24	7.51
5940	E-Commerce Payment Transactions	Maywood Public Library District	7.51			
Oak Lawn Public Library				11012	10/14/24	201.04
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	201.04			
Oak Park Public Library				11013	10/14/24	973.62
5940	E-Commerce Payment Transactions	Oak Park Public Library	973.62			
Park Forest Public Library				11014	10/14/24	9.41
5940	E-Commerce Payment Transactions	Park Forest Public Library	9.41			
Prairie Trails Public Library District				11015	10/14/24	28.61
5940	E-Commerce Payment Transactions	Prairie Trails Public Library District	28.61			
River Forest Public Library				11016	10/14/24	98.79
5940	E-Commerce Payment Transactions	River Forest Public Library	98.79			
River Grove Public Library District				11017	10/14/24	5.61
5940	E-Commerce Payment Transactions	River Grove Public Library District	5.61			
South Holland Public Library				11018	10/14/24	9.41
5940	E-Commerce Payment Transactions	South Holland Public Library	9.41			
St. Charles Public Library District				11019	10/14/24	214.57
5940	E-Commerce Payment Transactions	St. Charles Public Library District	214.57			
Sugar Grove Public Library District				11020	10/14/24	289.91
5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	289.91			
Town & Country Public Library District				11021	10/14/24	13.55

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5940	E-Commerce Payment Transactions	Town & Country Public Library District	13.55			
Villa Park Public Library				11022	10/14/24	65.46
5940	E-Commerce Payment Transactions	Villa Park Public Library	65.46			
Westmont Public Library				11023	10/14/24	42.68
5940	E-Commerce Payment Transactions	Westmont Public Library	42.68			
Woodridge Public Library				11024	10/14/24	412.41
5940	E-Commerce Payment Transactions	Woodridge Public Library	412.41			
Crystal Vela				11025	10/16/24	76.11
5310	Travel Reimbursement	Crystal Vela - Dolton site visit	76.11			
Nicor Gas				11026	10/16/24	50.34
5120	Utilities	Nicor Gas - 09/13/24 - 10/15/24	50.34			
Reliance Standard Life Insurance Co.				11027	10/16/24	988.79
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - November	988.79			
Selective Insurance				11028	10/16/24	642.00
5130	Property Insurance	Selective Insurance - FLD3438765	642.00			
Unique Integrated Communications, Inc.				11029	10/16/24	7,122.42
5860	Notification & Collection	Unique Integrated Communications, Inc. - Curbside Comm - October	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee - September	6,690.50			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices - September	391.92			
Wellness Insurance Network-WIN				11030	10/16/24	158.18
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - October	158.18			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
First Bankcard				51223	10/16/24	15,599.98
5599	Annual Conference Supplies	First Bankcard - SWAN EXPO supplies	26.38			
5599	Annual Conference Supplies	First Bankcard - SWAN EXPO supplies	4.32			
5599	Annual Conference Supplies	First Bankcard - SWAN EXPO supplies	33.23			
5330	Library Professional Development	First Bankcard - ICS Learning Group	2,248.50			
5480	Telecommunications	First Bankcard - Grasshopper	49.23			
5330	Library Professional Development	First Bankcard - ICS Learning Group	885.50			
5520	Postage	First Bankcard - USPS	8.50			
5140	Repairs & Maintenance	First Bankcard - Imperial Surveillance	185.85			
5450	Data Management Services	First Bankcard - Marcive	4,536.20			
5480	Telecommunications	First Bankcard - Microsoft calling plan	288.00			
5430	Server Software Licensing	First Bankcard - DNS made easy	43.25			
5470	Subscription Support Services	First Bankcard - Sendgrid	289.00			
5470	Subscription Support Services	First Bankcard - Smarty LLC	588.00			
5430	Server Software Licensing	First Bankcard - Microsoft Azure	6,360.02			
5420	Application Software Licensing	First Bankcard - Mailchimp	54.00			
ComEd				51224	10/16/24	624.69
5120	Utilities	ComEd - 8/20/24-9/19/24	624.69			
Comcast				51225	10/16/24	764.95
5480	Telecommunications	Comcast - 8/1/24-8/31/24	769.95			
5480	Telecommunications	Comcast	-5.00			
LIMRiCC				51226	10/31/24	10,187.75
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - November	10,187.75			
T.A. Systems Inc.				51227	10/29/24	260.00
5150	Custodial Service & Supplies	T.A. Systems Inc. September	260.00			
Lauterbach & Amen, LLP				51228	10/29/24	1,085.00
5820	Accounting	Lauterbach & Amen, LLP -	1,085.00			

SWAN Library Services
Check Register
All Bank Accounts
October 2024

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
LIMRiCC				51229	10/29/24	16,837.35
5025	Health, Dental, Life And Disability Insurance	LIMRiCC	16,837.35			
HiQuest				51230	10/29/24	3,150.00
5430	Server Software Licensing	HiQuest	3,150.00			
Comcast				51231	10/30/24	769.95
5480	Telecommunications	Comcast 8/1/24-8/31/24	769.95			
					Check List Total	73,624.06

SWAN BOARD MEETING MINUTES

October 18, 2024, 9:30 a.m.
Tinley Park Public Library
2nd floor Board Room
7851 Timber Drive
Tinley Park, IL 60477

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

   President Cottrill called the meeting to order at 9:37 a.m. The following Board members were present to establish a quorum.

   a. Dawn Bussey
   b. Jennifer Cottrill
   c. Samantha Johnson
   d. Zach Musil
   e. Colleen Waltman
   f. Anna Wassenaar

2. **Introduction of Visitors/Public Comment**

   Aaron Skog, SWAN Executive Director

   Ginny Blake, SWAN Business Manager

   Scott Brandwein, SWAN Assistant Director

   There was no public comment.

3. **Action Item**

   Acceptance of the October 18, 2024, SWAN Board Meeting Agenda

   Bussey moved, seconded by Waltman that it be

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE OCTOBER 18, 2024, SWAN BOARD MEETING AGENDA AS PRESENTED

   Motion carried by unanimous voice vote.

4. **Action Item**

   Approval of the SWAN Financials, September 2024

   Bussey moved, seconded by Musil that it be

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

   Motion carried by roll call vote with the following results:

Ayes: Bussey, Cottrill, Johnson, Musil, Wassenaar, Waltman

5. **Action Item**
   Acceptance of the September 20, 2024, SWAN Board Meeting Minutes

   Bussey moved, seconded by Wassenaar that it be

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SEPTEMBER 20, 2024, SWAN BOARD MEETING MINUTES

   Motion carried by unanimous voice vote.

6. **Action Item**
   Acceptance of the September 20, 2024, SWAN Environmental Scan Task Force Meeting Minutes

   Wassenaar moved, seconded by Musil that it be

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SEPTEMBER 20, 2024, SWAN ENVIRONMENTAL SCAN TASK FORCE MEETING MINUTES

   Motion carried by unanimous voice vote.

7. **Reports**

   a. **Board President Report**
      None

   b. **Executive Director Report**
      Skog informed the Board that the position description of Network Security Administrator is posted, and interviews will begin next week. SWAN has obtained a full benchmarking analysis quote from HR Source and will begin the project in early 2025. There was a brief discussion about the ILA conference that was held in Peoria, Illinois. Skog informed the board on the office move preparation.

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

   c. **Treasurers Report**
      None

   d. **Board Calendar**
      The Board calendar was reviewed.

8. **Information item**
   Authority processing replacement & FY26 budget

The service with MARCIVE is ending and an authority processing replacement recommendation was presented. The budget quote received from Backstage Library works will be incorporated into the FY26 budget.

9. **Action Item**
   Approve "Requirements for SWAN Cataloging Libraries" policy.

   Discussion regarding the policy raised concerns about possible introduction of problems within SWAN's bibliographic catalog. Scott Brandwein clarified that the policy revision was intended to reflect the current reality of the library staff talent contributing to the catalog, rather than a lowering of the standards SWAN has set for its catalog metadata.

   Musil moved, seconded by Bussey that it be:

   > RESOLVED, THAT THE SWAN BOARD APPROVES THE "REQUIREMENTS FOR SWAN CATALOGING LIBRARIES" POLICY

   Motion carried by unanimous voice vote.

Cottrill adjourned the meeting at 10:37 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____
Jesse Blazek
Board Secretary

SWAN Board Environmental Scan
Task Force Minutes

October 18, 2024 11:00 a.m.

Tinley Park Public Library
2nd floor Board Room
7851 Timber Drive
Tinley Park, IL 60477-5387

Call to Order, Roll Call

The meeting was called to order at 10:46 a.m.
Present: Anna Wassenaar, Jesse Blazek, Jennifer Cottrill, Aaron Skog

Introduction of Visitors/Public Comment

Dawn Bussey, Zach Musil

Discussion – Interview questions for libraries

The suggested questions for interviewing Polaris customers was reviewed and revised. Questions based on the SWAN Platform Survey feedback were reviewed and modified for the interviews. Interviews with CCS, SHARE, Pinnacle, and possibly CPL are planned.

Adjournment

The meeting adjourned at 11:22 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

November 22, 2024

Update on Activities

FY26 budget preparation
I have completed a draft budget for FY26 and the Finance Committee will have met the day before the Friday, November 22nd Board meeting. The [committee packet is available online](#) and contains a memo outlining the new expenses and opportunities for some reduced expenses which we will discuss.

Office move preparation
SWAN staff volunteered to assist with packing up the kitchen, office supply room, and IT equipment. The State Archives approved the disposal of SWAN financial records older than 7 years per our records retention policy. These 30 boxes of records were picked up on Monday, November 11th and destroyed.

The new office at 915 Harger Rd passed the city inspection, and I completed a walkthrough of the space on Wednesday, November 13th. Our move is scheduled Monday, November 25th and setting up of the new space will continue through December. Rent payments will begin September 2025, per the terms of the lease we have 9 months' rent abatement!

The $22,467.08 security deposit for the Quail Ridge office is tracked on the monthly balance sheet under the Current Assets Deposits category. The new office requires a security deposit of two month's rent totaling $8,352.42.

Board Considerations

Quarterly meeting agenda
The December 5th meeting draft agenda is included in the packet for discussion. I suggest that we include an update on the Environmental Scan Task Force activities, and perhaps outline the steps SWAN has undertaken to improve our software platform based on comments from last year's Platform Satisfaction Survey. I have included the topic of the Aspen Discovery community development, which would be an update to membership on the changes within the Aspen Discovery software which have been sponsored by other libraries and consortia.

Sick Leave Donation report
The SWAN Sick Leave Donation policy requires a report be made to the SWAN Board each year of the total hours donated in the "sick leave bank." That report is included in the packet.

Monthly Financial Report

October Balance Sheet

The Fund Balance Unrestricted line for September is at $2,893,173.82 which is lower than the previous month. The table below shows the current FY25 budget expense and budgeted spending from reserves.

Fund Balance Unrestricted	$2,893,173.82
Expenses to be paid from reserve	($40,000.00)
	$2,853,173.82
SWAN annual expense budget	$4,093,745.90
	70%
Number of months operating expense in reserve	8.4

Revenue & Expense Report

This month would be 33% 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 two quarters, plus invoices sent for the full year of the EBSCO group purchase which has our revenue at 51%.

	FY25 Budget	Ending October 2024	Percentage of budget YTD 33%
Total Revenue	$4,053,746.00	$2,059,412.53	51%
Total Expenses	$4,093,745.90	$1,784,067.22	44%
Over / (Under)	**($39,999.90)**	**$275,345.31**	

Accounts Receivable

4010 - SWAN Full Membership Fees: 2nd quarter invoices were sent out in October 2024, reflecting 49.88% of this revenue budget line.

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

4190 – Member Group Purchase Receipts: 61.04%
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: 50%
The 2nd quarter payment was made to SWAN totaling $125,153.92 in October.

4510 – Interest Income: 39.92%

SWAN's Money Market rate for October is 5.08%. Interest income from the IMET Convenience Fund is now recorded in this line.

Accounts Payable

5110 – Rent/Lease: 46.31%
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: 318.00%
Staff training for SWAN's online learning platform; arranged after the departure of the Bibliographic Services Consultant.

5460 – Information Subscription Service: 104.13%
EBSCO Novelist Select and ProQuest Syndetic Solutions subscription paid for the full year.

5470 – Subscription Support Services: 139.07%
The new SWAN ticketing system HaloITSM expense subscription paid for the full year.

5899—Annual Conference Facility Contract: 135.61%
The expanded August 2024 SWAN Expo included additional rooms which resulted in a higher than budgeted expense for the Morain Valley Community College Business and Conference Center space.

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: October 2024

Summary

Membership engagement activities and statistics are reported through the month-end of September 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 October 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
10/2/2024	ILL Users	Administration	Membership Meeting
10/9-10/10	On-Site Training (DOS)	User Experience; Information Technology & System Support	Consultation
10/16/20204	Circulation Users	All	Membership Meeting
10/17/2024	ILL/Circ/Quarterly Billing Office Hours	Administration; Information Technology & System Support	Consultation
10/18/2024	SWAN Board Meeting	Administration	Governance
10/24/2024	RFID Users	Information Technology & System Support	Membership Meeting
10/24/2024	e-Resource Advisory	User Experience	Membership Meeting
10/29/2024	SWAN Fireside Chat	All	Membership Meeting
10/31/2024	Cataloging Advisory	Bibliographic Services	Membership Meeting

User Group and Advisory Meeting Recap

ILL Users (10/02/2024)

The final meeting of the SWAN ILL Users Group was Wednesday, October 2nd. As has become usual, those who attended were few, but have been consistent participants for several years. Going forward, ILL topics will be discussed at the SWAN Book Club Users Group meetings, which has expressed an interest in expanding the scope of that group to include title sourcing and fulfilment. The community forums will remain an important space to share information and ILL Office hours and ILL Audits are excellent opportunities to connect synchronously with SWAN ILL support in 2025.

Circulation Users (10/16/2024)

Helen shared reminders about procedures for LONGOVRDUE bills on patron accounts. Sam shared information on the self-nomination process for Circulation Working Group (formerly Circulation Advisory), and Peggy Tomzik, the group chair, shared her experience being involved in the group. The group also discussed handling a large influx of students after school hours, processes for circulating devices, and sick time procedures for circulation staff.

RFID Users (10/24/2024)

Ahren Sievers and Rebecca Bartlett from LGS sunset the RFID Users Group by having an in-person meeting at the brand new LSF Brookfield Public Library. Rebecca provided an overview of the ILA Conference and SirsiDynix Connections update, and Ahren provided a recap of SWAN's ongoing projects. Once the official meeting had concluded, Jim Berg and Yesennia Ruiz provided attendees with a tour of the library – particularly their new RFID/AMH technology.

e-Resource Advisory (10/24/2024)

Olivia reviewed troubleshooting documentation with the group that was developed out of a brainstorming session from the previous meeting. She also shared the changes to user groups for 2025 and encouraged attendees to sign up for the E-resource Working Group. The group also discussed projects for 2025, primarily learning more about the Explora interface and setting configuration recommendations. Finally, group members discussed challenges managing the costs for Hoopla, and Olivia reminded the group of additional Hoopla scopes available in Aspen around both cost and Overdrive/Libby availability.

Cataloging Advisory (10/31/2024)

Cynthia formally introduced Lucas McKeever as the new Bibliographic Services Consultant. She also discussed the changes to user groups that were announced at the September 18 webinar, "Getting Involved." Cynthia iterated that the Cataloging Advisory will become the Cataloging Working Group and will be comprised of only Cataloging Libraries. This group will be responsible for reviewing cataloging standards that impact the SWAN library membership. The actions of this group will be reported on in the Acquisitions and Cataloging Networking Group. With the Cataloging Working Group being limited to Cataloging Libraries, Cynthia highlighted the updated requirements for becoming a Cataloging Library. This furthered the discussion on the content for the documentation on the responsibilities and expectations of Cataloging Libraries. Cynthia showed the unpublished page for the collaborative document and where it will reside on SWAN's website.

Additionally discussed was the documentation for the consistency with travel titles. Cynthia stated that Lucas will be taking over this project.

Finally, she spoke to the group about SWAN's plan to replace the closing MARCIVE company with Backstage Library Services for enhancing bibliographic records and authority record processing. These replacement services will potentially start July 2025 so that meant that there will be 6 months that bibliographic and authority records will not be processed. As a result, Cynthia requested that

Cataloging Library members not rely on scripts to remove data from records that catalogers know need to be removed, e.g. fast headings.

User Groups 2025

All 2025 user group meetings are now posted in L2, search "swan2025." On the SWAN Support Site, visit the SWAN Events Calendar for a full listing of upcoming events. Thank you to Crystal Vela for coordinating the events scheduling this year!

Working group sign ups are complete and members for 2025 are as follows.

Cataloging Working Group

Includes staff from Cataloging Libraries.

Circulation Working Group

- Melanie Johnson, Carol Stream Public Library
- Pam Kamin, Glenside Public Library
- Sandra Leyva, Alsip-Merrionette Park Public Library District
- Sandra Martinez, Hillside Public Library
- Victoria Muraiti, River Forest Public Library
- Tori Stratton, South Holland Public Library
- Peggy Tomzik, Eisenhower Public Library District
- Parish Turner, Bensenville Community Public Library
- Kathy Welko, Addison Public Library

Discovery and User Experience Working Group (DUX)

- Ashley Boyer, Oak Park Public Library
- Karen Christiansen, Glen Ellyn Public Library
- Sue Eilers, Addison Public Library
- Steve Kline, Hinsdale Public Library
- Jean Jansen, Villa Park Public Library
- Michelle Kurczak, Messenger Public Library
- Kelly Mueller, Itasca Community Library
- Anjali Rentfleish, Carol Stream Public Library
- Sarah Slack, Saint Charles Public Library District
- Lisa Viezbicke, Roselle Public Library District

E-Resource Working Group

- Michelle Coduto, Oak Brook Public Library
- Omar Kushad, Carol Stream Public Library
- Dawn Ritter, Messenger Public Library of North Aurora
- Sarah Slack, Saint Charles Public Library District

Major Projects & Research

Aspen Discovery

Aspen release 24.10 laid the groundwork for some major enhancements, but in testing SWAN staff found that more work is needed on these features before making them live for patrons:

- Library Savings
  - This feature would tally total item cost values and display these in a patron's My Account area.
  - Testing revealed issues pulling the item cost data correctly
- Placing holds through Purchase suggestions
  - Staff could place holds for a patron through the Aspen Purchase Suggestions system once a suggested title has been purchased.
  - Testing returned database errors, which have not yet been resolved
- Notice preference settings
  - This work was funded by CLEVNET and gives patrons the ability to set their notice preference for phone, email, or text notices within Aspen.
  - CLEVNET manages SMS notices differently, and we would need additional development within Aspen or change how we handle SMS to use this feature

SWAN staff including Scott Brandwein, Michael Szarmach, Vickie Totton, and Tara Wood met with staff from CLEVNET to discuss their notice processes and their recent rollout of Aspen.

Itasca, Messenger, Oak Park, St. Charles, and Woodridge piloted a new format order, which prioritizes physical book formats over e-formats. The order was previously alphabetical. We enabled the new order across all SWAN libraries November 4th.

Cataloging Library Update

Messenger Public Library District became a Cataloging Library bringing our total Cataloging Library count to 21 libraries. This will assist the Bibliographic Services greatly in having another library cataloging pre-cat records.

EBSCO Databases in FY2026

As of July 2024, there is no longer a SWAN group purchase of EBSCO databases; the current RAILS Flagship package will continue to be negotiated through RAILS. This month, Olivia met with staff at RAILS to discuss the renewal process, which will begin in February 2025. SWAN and RAILS will share more details in the new year, including the details for cost and the process for making new database selections.

IT Infrastructure

As our move date approaches, ITSS has been in the process of retiring several old servers and migrating as much as possible to Azure. SWAN HQ has not been truly mission-critical for several years

now, so our on-premises needs are quite minimal. We plan to keep the new HQ infrastructure as simple as possible.

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
Bi-Weekly	HaloITSM Ticketing Configuration	All (Admin Lead)	Partnerships
10/3/2024	Aspen Gathering	All	Partnerships
10/7/2024	Backstage Library Works Consultation	Administration; Bibliographic Services	Partnerships
10/9-10/10	SirsiDynix Consortia SIG	Administration; Bibliographic Services	Partnerships
10/15/2024	Aspen for Symphony Users	User Experience; Bibliographic Services	Partnerships
10/23/2024	Minuteman Library Network Content Strategy Chat	All	Partnerships
10/23/2024	SirsiDynix SureSailing	All	Partnerships

Support, Documentation, and Training

Details on support tickets, documentation, and training.

Outage tracking

Aspen was down 10/10 – 10/11 due to the Aspen server migration on 10/10 and lingering issues on the following day. During this time, SWAN held hourly calls with ByWater support until the issue was resolved and conducted a post-mortem call to push for improvements to the downtime response process.

Aspen was down again beginning the afternoon of 11/13 and back up by the afternoon of 11/14. We do not yet have details on the root cause of the issue, just that there was a configuration update to the Apache web server running Aspen that resolved the issues. We will continue to pursue this line of inquiry at upcoming meetings with ByWater staff.
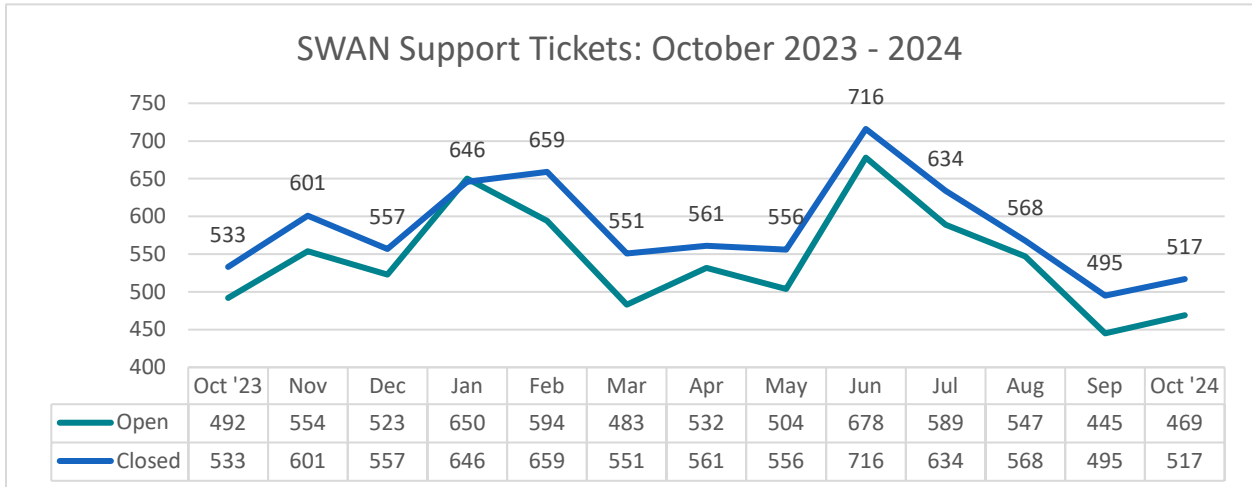
System Maintenance & Outage Calendar

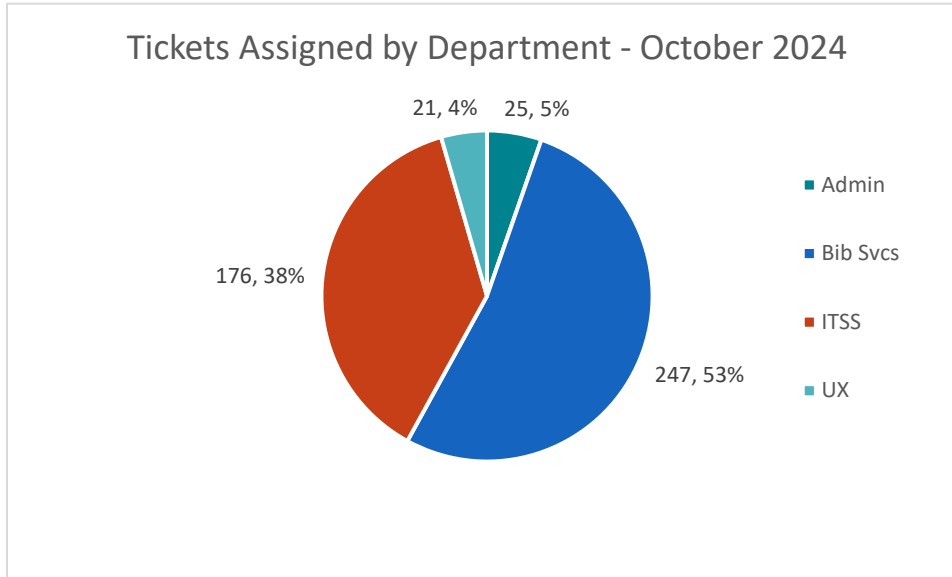|				
Rebuild Headings/Text Database	Labor Day Headings and Text rebuild. ...	Planned, SirsiDynix	Sun 9/1/2024	Tue 9/3/2024
Aspen Test Release		Aspen	Fri 9/6/2024	Sat 9/7/2024
Aspen Outage	Issue with directory permissions on By...	Outage, Aspen	Tue 9/10/2024	Tue 9/10/2024
Aspen Production Release		Aspen	Wed 9/18/2024	Thu 9/19/2024
Aspen Test Release		Aspen	Fri 10/4/2024	Sat 10/5/2024
Aspen Server Migration		Aspen	Thu 10/10/2024	Thu 10/10/2024
Aspen Performance Issues	After the Aspen Server migration was c...	Outage, Aspen	Fri 10/11/2024	Fri 10/11/2024
Aspen Production Release		Aspen	Wed 10/16/2024	Thu 10/17/2024
Aspen Test Release		Aspen	Fri 11/8/2024	Sat 11/9/2024
Aspen Catalog/LiDA Down	An apparent issue with Apache on the ...	Outage, Aspen	Tue 11/12/2024	Wed 11/13/2024

Support Tickets

SWAN support staff continue to maintain an excellent monthly open/closed ticket ratio. Overall ticket volume has continued to decrease steadily since this summer.

SWAN Support Tickets Opened/Closed in Past 12 Months

SWAN Support Tickets: October 2023 - 2024

	Oct '23	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct '24
Open	492	554	523	650	594	483	532	504	678	589	547	445	469
Closed	533	601	557	646	659	551	561	556	716	634	568	495	517

Data labels reflect tickets closed each month.

Tickets Assigned by Department - October 2024

21, 4%   25, 5%

176, 38%

247, 53%

- Admin
- Bib Svcs
- ITSS
- UX

Support Site

Documentation added in October includes:

- Grouped Records in Aspen
  - Tara added information about the new format order in grouped records
- eResources in Aspen
  - Olivia added information about the benefits of using econtent in Aspen and the app versus using vendor apps

Patron Site

Olivia added a new page, Placing Holds & Checking Out eBooks & Audio in the SWAN+ app, and updated the eBooks & Audio FAQ based on work with the eResource Advisory group.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)

We added 12 new users in October to the SWAN online learning management system.

We are currently completing the annual review of courses in the LMS. SWAN staff and Circulation Advisory Group members have reviewed the courses and provided feedback; in November, Crystal Vela and Sam Dietel will update courses and republish.

On-site Training and Consultation

Crystal Vela and Vickie Totton conducted two half-day training sessions for staff at Dolton Public Library, which covered helpful reports, circulation and hold map, circulation policy, searching for users, creating reciprocal borrower patrons, and using the SWAN support site.

Staff Updates and Development

## Staffing Updates

Networking & Security Administrator

The Networking & Security Administrator accepted applications through October 24th. Since then, we have completed the interview process and are will be making a final decision and extending an offer before the end of November. We do not have a strict timetable for onboarding and will confer with the new hire to coordinate a start date that works for them.

Maintenance

Automatic Monthly Patron Record Removal

In October, we purged 5,839 inactive patrons from the database.

So far in 2024, there have been 403,903 patrons active in SWAN. Coupled with 2023 last-active users (123,009) this represents 56% of the total patron database. Since January 1, 2020, 82% 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 11/1/2014 regardless of outstanding bills.


Number of Patrons - Last Activity Year
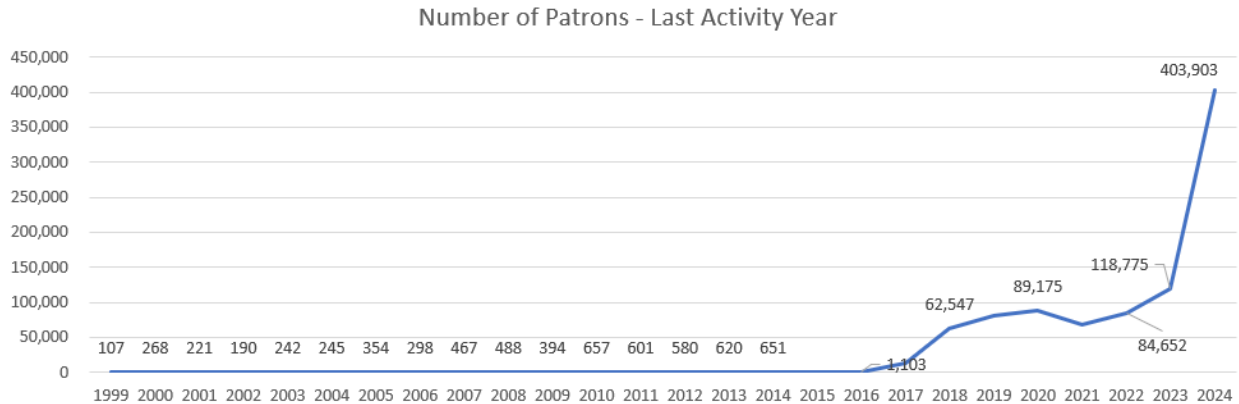
MessageBee Statistics

SMS notifications

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

January, 2024	61,426	60,771	98.93%	655	1.07%
February, 2024	55,111	54,538	98.96%	573	1.04%
March, 2024	56,938	56,287	98.86%	651	1.14%
April, 2024	57,823	57,196	98.92%	627	1.08%
May, 2024	58,436	57,840	98.98%	596	1.02%
June, 2024	60,479	59,835	98.94%	644	1.06%
July, 2024	64,639	63,356	98.02%	1,283	1.98%
August, 2024	63,348	61,743	97.47%	1,605	2.53%
September, 2024	62,149	61,470	98.91%	679	1.09%
October, 2024	63,337	62,349	98.44%	988	1.56%

Sent & Bounced By Date
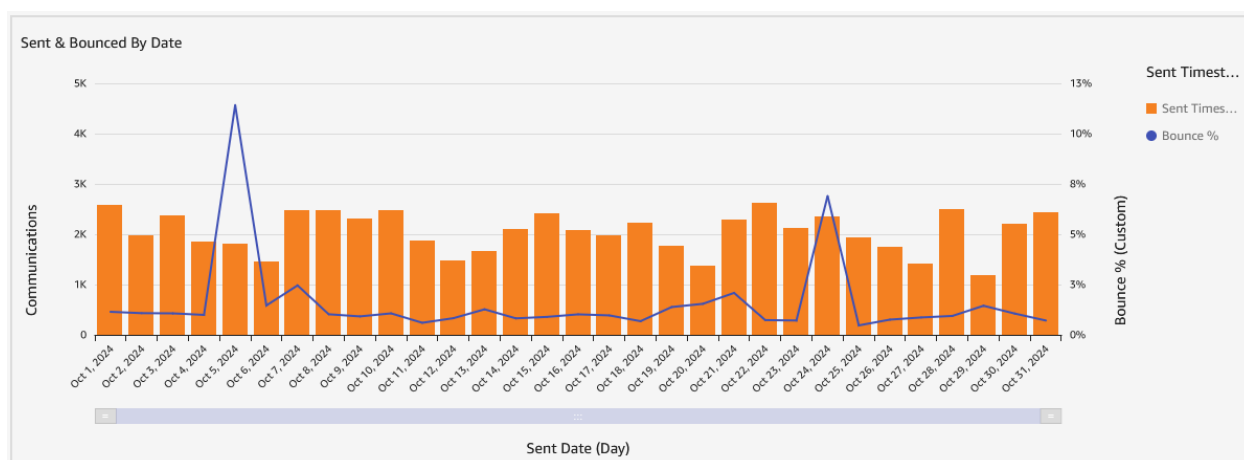
Email notifications

Month, Yr	Email Sent	Success Count	Success Rate	Failed Count	Failure Rate
October, 2023	176,563	175,334	99.30%	1,229	0.70%
November, 2023	174,812	173,556	99.28%	1,256	0.72%
December, 2023	172,527	171,315	99.30%	1,212	0.70%
January, 2024	188,299	187,100	99.36%	1,199	0.64%
February, 2024	164,441	163,327	99.32%	1,114	0.68%
March, 2024	170,447	169,363	99.36%	1,084	0.64%
April, 2024	168,979	167,812	99.31%	1,167	0.69%
May, 2024	173,226	171,978	99.28%	1,248	0.72%
June, 2024	178,488	176,976	99.15%	1,512	0.85%
July, 2024	191,096	189,650	99.24%	1,446	0.76%
August, 2024	186,461	185,127	99.28%	1,334	0.72%
September, 2024	187,593	185,426	98.84%	2,167	1.16%
October, 2024	187,542	185,930	99.14%	1,612	0.86%

Sent & Bounced By Date
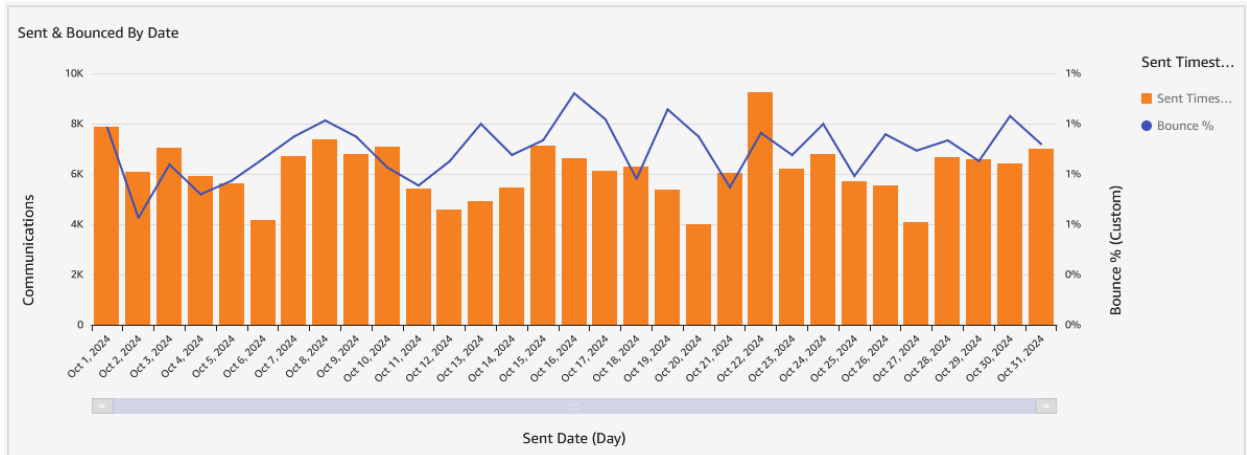
Voice notifications

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%
September, 2024	7,113	6,784	95.37%	329	4.63%
October, 2024	7,308	6,928	94.80%	380	5.20%

Sent & Bounced By Date
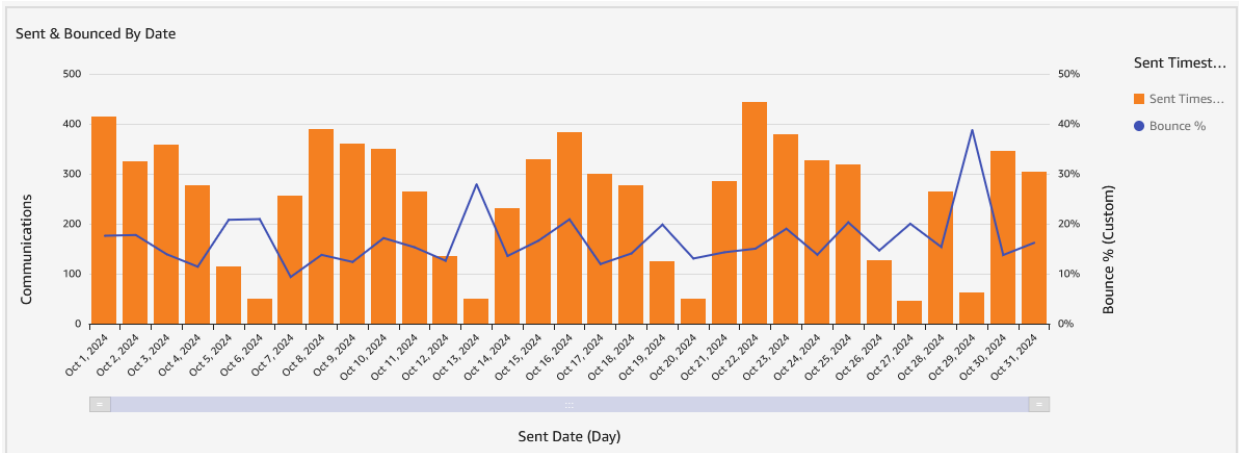
Print Notices

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

Month/Yr	Bill Notices	Amount
October, 2023	490	$ 421.89
November, 2023	577	$ 496.83
December, 2023	499	$ 429.63
January, 2024	581	$ 501.95
February, 2024	428	$ 372.36
March, 2024	349	$ 303.63
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
September, 2024	426	$ 391.92
October, 2024	518	$ 505.08

SendGrid Statistics

				Addresses			Messages		
Month/Yr	Total Requests	Total Processed	Success Rate (Delivered)	Bounced	Marked as Spam	Invalid	Blocks	Bounce Drops	Spam Drops
Oct, '23	69,957	65,512	93.65% (65,057)	279	5	19	510	4,288	138
Nov, '23	93,981	81,824	87.06% (80,525)	578	6	26	1,822	11,987	144
Dec, '23	79,685	71,685	89.96% (70,801)	363	8	21	1,132	7,853	126
Jan, '24	91,086	86,305	99.01% (85,455)	334	8	28	1,112	4,626	127
Feb, '24	69,276	67,302	99.09% (66,692)	179	5	39	817	1,806	129
Mar, '24	63,300	61,349	99.16% (60,835)	153	4	14	589	1,794	143
Apr, '24	70,264	68,177	99.03% (67,521)	148	3	24	935	1,931	132
May '24	75,532	73,381	98.92% (72,593)	162	14	22	1,405	2,003	126
Jun '24	83,855	82,001	98.95% (81,140)	200	6	40	1,492	1,672	142
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
Sep, 24	66,608	64,428	98.75% (63,626)	194	2	34	1,018	1,890	256
Oct, 24	68,891	66,570	98.92% (65856)	158	5	24	1,080	2,083	214

Appendix: Statistics

Cataloging & Collections

Cataloging statistics highlight the shared bibliographic database of physical materials maintained by our SWAN libraries and SWAN centralized cataloging staff.

OCLC Cataloging Counts

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

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2020	99	111	69	152	98	129	88	102	76	62	56	46	**1,088**
Copy 2020	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	**24,467**
Orig 2021*	41	53	54	73	49	88	49	71	80	65	72	104	**799**
Copy 2021*	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367	1,463	2,295	1,802	**21,769**
Orig** 2022	84	143	93	57	106	97	52	133	87	74	55	77	**1,058**
Copy** 2022	1,808	2,283	2,059	2,299	2,239	1,886	1,976	2,706	1,944	1,918	2,010	2,275	**25,403**
Orig 2023	114	123	187	197	164	146	57	38	34	104	111	40	**1,315**
Copy 2023	2,925	2,213	2,352	1,819	2,630	2,310	1,752	2,215	1,875	2,338	1,968	1,838	**26,235**
Orig 2024	134	149	127	132	125	80	129	63	99	80			
Copy 2024	2072	1936	1633	1967	1727	1630	1658	1293	1652	2030			

Items Added in 2024

In October, 48,129 new items were added to our database, including 6,380 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 October, we had 600,194 systemwide circulations, which is 98.5% of the rate in October 2023 and 72% of the pre-pandemic count from October 2019.

Holds

Holds Placement & Pick-up

The number of patrons placing holds was 39,719 in October, with 187,769 total holds placed. We are still unable to distinguish between holds placed in Aspen versus LiDA, though ByWater Solutions is aware this is a priority for us.

Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 107,501 in October, for 19% of total checkouts.

Reciprocal borrowing between SWAN libraries totaled another 18% of total checkouts at 100,749 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 October by a ratio of 1.95 items lend for each item borrowed. We lent 2,858 items and 17 copies and borrowed 1,465 items and 37 copies.

Online Public Catalog - Aspen

Top 25 Searches in Aspen (October 2024)

1. halloween
2. library of things
3. freida mcfadden
4. nintendo switch
5. horror
6. kristin hannah
7. dog man
8. the women
9. harry potter
10. thanksgiving
11. colleen hoover
12. ghost
13. the wild robot
14. it ends with us
15. james patterson
16. the housemaid
17. ps5
18. mystery
19. nora roberts
20. conclave
21. war
22. wild robot
23. fall
24. disney christmas
25. pokemon

Results Pageviews in Aspen
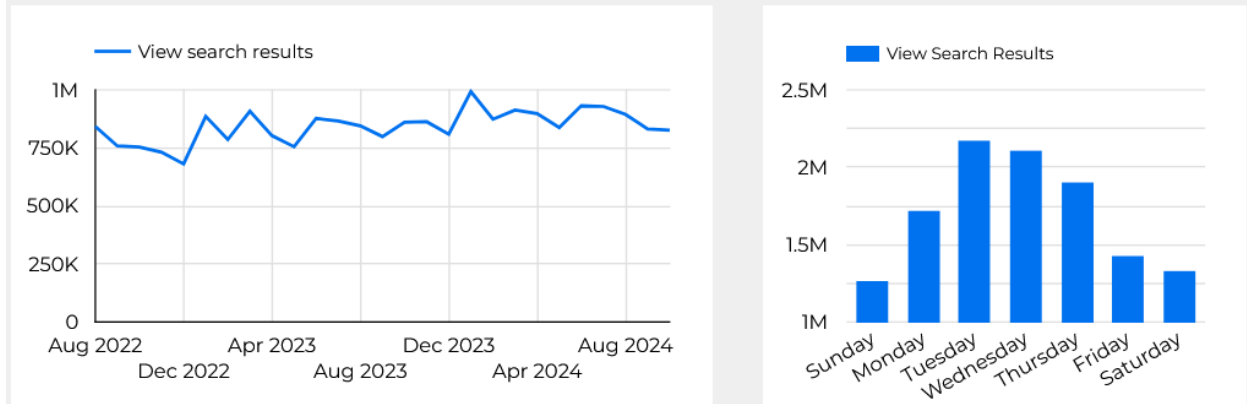
Usage of Recommendations

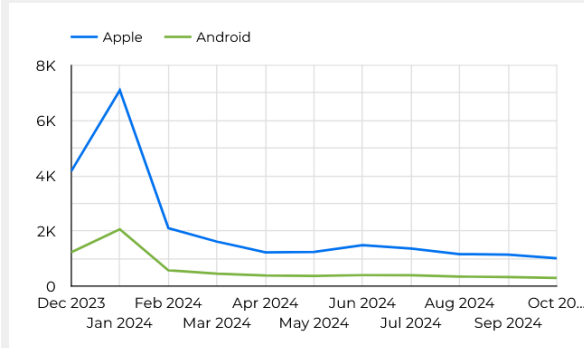This data measures clicks on title recommendations presented to patrons.

- Browse categories appear on the home page and they are generated by library staff
- "More Like This" were auto-generated by ProQuest Syndetics and appeared on a grouped work or record detail page – *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.
- "Recommended for you" appears in My Account for patrons that use the star rating tool.
- "Novelist" refers to Novelist Select, which was upgraded to a new version in June 2023. October 2024 is the first full month of statistics available for the new version.
- "Syndetics" refers to Syndetics Unbound recommendations, which were enabled in some catalogs from November 2023 to May 2023
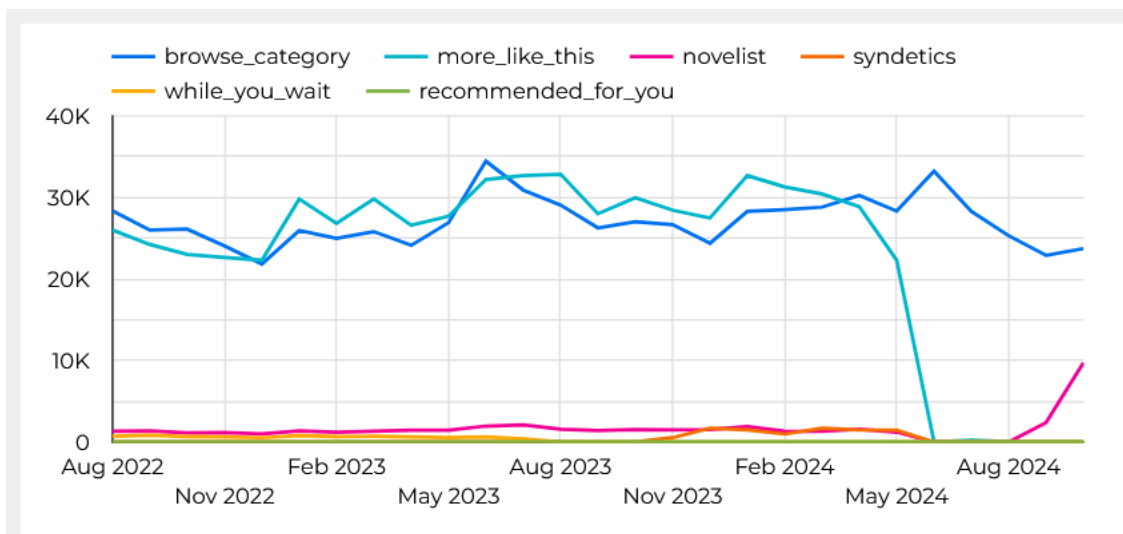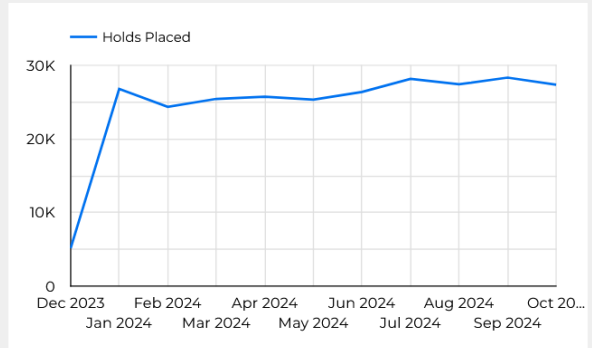
SWAN Libraries + App – Aspen LiDA

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

Downloads by Platform

Holds Placed via Mobile App

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

Sick Leave Donation Balance Report

Sick Leave Hours Donated	Date Submitted
40.0	12/19/2022
40.0	12/19/2022
40.0	12/19/2022
10.0	12/19/2022
40.0	12/19/2022
20.0	12/19/2022
40.0	12/19/2022
20.0	1/4/2023
40.0	5/15/2023
290.0	

SWAN Administrators' & Directors' Quarterly Meeting

December 5, 2024
10:00 a.m. – 12:00 p.m.
Oak Brook Public Library
600 Oak Brook Road, Oak Brook, IL 60523
[Zoom link]

Agenda

1. Call to Order and Welcome

2. Public Comment

3. Introduction of New Library Directors

4. Action Item – Approval of the September 5, 2024 Quarterly meeting minutes

5. Information Item – SWAN Board Environmental Scan Task Force update

6. Information Item—Aspen Discovery community development & new features

7. Information Item— Next year's SWAN budget & timeline

8. Announcements and Questions

9. Next meeting: March 6, 2025

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