SWAN BOARD MEETING AGENDA

February 21, 2025 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 February 21, 2025 SWAN Board Meeting Agenda

    RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 21, 2025 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, January 2025 (Exhibit pgs. 3-11)

    a. Balance sheet and detail of expenditures for January 2025
    b. Approval of the payment of bills for January 1, 2025, through January 31, 2025 in the amount of $85,200.48

    RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JANUARY 1 THROUGH JANUARY 31, 2025 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR JANUARY 2025

5. Action Item – Acceptance of the January 24, 2025, SWAN Board Meeting Minutes   (Exhibit pgs. 12-14)

    RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JANUARY 24, 2025 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports
    a. Board President Report
    b. Executive Director Report (Exhibit pgs. 15-17)
    c. Operations Report (Exhibit pgs. 18-34)
    d. Treasurer Report

e. Board Calendar   (Exhibit pgs. 35-36)

7. Action Item—Accept the fiscal year 2024 financial audit (Exhibit pgs. 37-69)

8. Discussion—Environmental Scan Task Force report & recommendation (Exhibit pgs. 70-82)

9. Discussion—Recommendation on Aspen Discovery & LiDA hosting contract (Exhibit pgs. 83-84)

10. Discussion—Platform satisfaction survey 2025 & introductory email (Exhibit pgs. 85-89)

11. Discussion—March 6, 2025 Quarterly meeting agenda (Exhibit page 90)

12. 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 December 31, 2024

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	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	590,877.63
Hinsdale Bank - MM - 5010	1,579,446.53
IMET Funds	361,928.02
Propay Funds	42.86
Total Cash and Cash Equivalents	$ 2,532,295.04
Current Assets	
Accounts Receivable	68,666.42
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Total Current Assets	$ 92,133.50
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	$ 3,262,697.51
LIABILITIES	
Current Liabilities	
Library Consortia Special Interest Group Funds	6,249.46
Accrued Payroll	57,702.49
457B Payable	(2,014.58)
Retirement Payable	(1,042.00)
Compensated Absences	122,929.42
Total Current Liabilities	$ 183,824.79
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	$ 456,580.35
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,893,173.82
Total Beginning Net Assets	$ 2,893,173.82
Current YTD Net Income	$ (87,056.66)
Total Fund Balance	$ 2,806,117.16
Total Liabilities and Fund Balances	$ 3,262,697.51

Statement of Revenue and Expenses Summary
For the 6 Months Ended December 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$1,713.00	$1,435,729.98	$2,875,427.00	$ 1,439,697.02	49.93%
4100 - Membership Reimbursements	-	299,939.56	491,375.00	191,435.44	61.04%
4200 - Reimbursement for Losses	1,934.64	42,100.73	98,000.00	55,899.27	42.96%
4300 - Grant Revenue	-	250,307.84	500,616.00	250,308.16	50.00%
4400 - Registration & Event Receipts	-	7,560.00	5,000.00	(2,560.00)	151.20%
4500 - Investment & Interest	7,593.44	48,410.27	83,328.00	34,917.73	58.10%
Total Revenue	11,241.08	2,084,048.38	4,053,746.00	1,969,697.62	51.41%
Expenses					
5000 - Salaries & Wages	112,679.19	721,760.24	1,577,736.00	855,975.76	45.75%
5020 - Personnel Benefits	55,138.27	210,652.45	445,419.00	234,766.55	47.29%
5100 - Building & Grounds	9,799.12	66,063.57	97,410.00	31,346.43	67.82%
5200 - Professional Development	1,647.07	10,831.27	14,700.00	3,868.73	73.68%
5300 - Membership Development	-	4,495.60	10,750.00	6,254.40	41.82%
5400 - Information & Technology Services	1,427.95	731,058.53	1,206,700.00	475,641.47	60.58%
5500 - General Office	164.64	2,415.49	12,700.00	10,284.51	19.02%
5600 - Hardware & Equipment	-	1,673.14	2,000.00	326.86	83.66%
5700 - Insurance	8,384.00	12,866.00	11,400.00	(1,466.00)	112.86%
5800 - Contractual Services	17,941.86	67,528.91	125,760.00	58,231.09	53.70%
5900 - Library Materials & Content	3,042.33	339,407.08	584,375.00	244,967.92	58.08%
6000 - Interest & Fees	519.77	2,352.76	2,474.00	121.24	95.10%
Total Expenses	210,744.20	2,171,105.04	4,093,745.90	1,922,640.86	53.03%
Excess Revenues less Expenses	$ (199,503.12)	$ (87,056.66)	$ (39,999.90)	$ 47,056.76	

Statement of Revenue and Expenses
For the 6 Months Ended December 31, 2024

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 1,713.00	$ 1,435,729.98	$ 2,871,727.00	$ 1,435,997.02	50.00%
4011 - SWAN Internet Access Membership Fees	0.00	0.00	3,700.00	3,700.00	0.00%
4190 - Member Group Purchase Receipts	0.00	299,939.56	491,375.00	191,435.44	61.04%
4220 - Reimbursement Losses for Resource Sharing	0.00	22,370.27	50,000.00	27,629.73	44.74%
4240 - E-Commerce Transactions	1,934.64	19,730.46	43,000.00	23,269.54	45.88%
4250 - Deaccession Transactions	0.00	0.00	5,000.00	5,000.00	0.00%
4310 - RAILS Support to SWAN	0.00	250,307.84	500,616.00	250,308.16	50.00%
4499 - Annual Conference Receipts	0.00	7,560.00	5,000.00	(2,560.00)	151.20%
4510 - Interest Income	7,593.44	48,410.27	83,328.00	34,917.73	58.10%
Total Revenue	11,241.08	2,084,048.38	4,053,746.00	1,969,697.62	51.41%
Expenses					
5000 - Salaries & Wages	112,679.19	721,760.24	1,577,736.00	855,975.76	45.75%
5021 - FICA Expense	8,337.32	53,523.06	120,700.00	67,176.94	44.34%
5023 - Worker's Compensation	0.00	0.00	4,719.00	4,719.00	0.00%
5024 - Retirement Benefits	15,957.66	73,759.60	143,700.00	69,940.40	51.33%
5025 - Health, Dental, Life And Disability Insurance	30,843.29	83,161.82	174,800.00	91,638.18	47.58%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	0.00	207.97	400.00	192.03	51.99%
5110 - Rent/Lease	8,352.42	59,291.17	88,000.00	28,708.83	67.38%
5120 - Utilities	496.45	4,028.45	4,300.00	271.55	93.68%
5130 - Property Insurance	0.00	642.00	650.00	8.00	98.77%
5140 - Repairs & Maintenance	0.00	371.70	960.00	588.30	38.72%
5150 - Custodial Service & Supplies	950.25	1,730.25	3,500.00	1,769.75	49.44%
5210 - Conference Travel	607.04	3,607.94	6,000.00	2,392.06	60.13%
5220 - Staff Meetings	170.03	457.33	900.00	442.67	50.81%
5230 - Staff Professional Development	720.00	4,843.00	4,000.00	(843.00)	121.08%
5240 - Professional Association Membership Dues	150.00	333.00	2,500.00	2,167.00	13.32%
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	0.00	476.10	800.00	323.90	59.51%
5330 - Library Professional Development	0.00	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	999.95	5,970.11	16,800.00	10,829.89	35.54%
5430 - Server Software Licensing	428.00	77,396.68	121,800.00	44,403.32	63.54%
5440 - Library Services Platform	0.00	511,767.24	921,000.00	409,232.76	55.57%
5450 - Data Management Services	0.00	18,404.46	33,000.00	14,595.54	55.77%
5460 - Information Subscription Service	0.00	78,826.32	75,700.00	(3,126.32)	104.13%
5470 - Subscription Support Services	0.00	32,842.00	23,200.00	(9,642.00)	141.56%
5480 - Telecommunications	0.00	5,851.72	14,500.00	8,648.28	40.36%
5490 - Group Purchases - Services	0.00	0.00	700.00	700.00	0.00%
5510 - Office Supplies	164.64	721.56	2,200.00	1,478.44	32.80%
5520 - Postage	0.00	358.97	500.00	141.03	71.79%
5550 - Furniture	0.00	0.00	10,000.00	10,000.00	0.00%
5599 - Annual Conference Supplies	0.00	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	8,384.00	12,866.00	11,400.00	(1,466.00)	112.86%
5810 - Legal	0.00	0.00	1,500.00	1,500.00	0.00%
5820 - Accounting	10,170.00	13,425.00	19,160.00	5,735.00	70.07%
5830 - Consulting	275.00	4,175.00	5,000.00	825.00	83.50%
5840 - Payroll Service Fees	329.36	2,075.59	4,500.00	2,424.41	46.12%
5860 - Notification & Collection	7,167.50	35,784.32	86,700.00	50,915.68	41.27%

Statement of Revenue and Expenses
For the 6 Months Ended December 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	3,042.33	25,188.72	50,000.00	24,811.28	50.38%
5940 - E-Commerce Payment Transactions	0.00	18,112.90	43,000.00	24,887.10	42.12%
5990 - Group Purchases - Content	0.00	296,105.46	491,375.00	195,269.54	60.26%
6010 - Bank Fees	519.77	2,352.76	2,424.00	71.24	97.06%
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	210,744.20	2,171,105.04	4,093,745.90	1,922,640.86	53.03%
Excess Revenues less Expenses	$ (199,503.12)	$ (87,056.66)	$ (39,999.90)	$ 47,056.76	

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Batavia Public Library				11077	12/16/24	51.67
5920	Reimburse for Resource Sharing	Batavia Public Library	51.67			
Berwyn Public Library				11078	12/16/24	99.38
5920	Reimburse for Resource Sharing	Berwyn Public Library	99.38			
Bloomingdale Public Library				11079	12/16/24	14.41
5920	Reimburse for Resource Sharing	Bloomingdale Public Library	14.41			
Carol Stream Public Library				11080	12/16/24	81.69
5920	Reimburse for Resource Sharing	Carol Stream Public Library	81.69			
Chicago Heights Public Library				11081	12/16/24	35.46
5920	Reimburse for Resource Sharing	Chicago Heights Public Library	35.46			
Cicero Public Library				11082	12/16/24	25.47
5920	Reimburse for Resource Sharing	Cicero Public Library	25.47			
Clarendon Hills Public Library				11083	12/16/24	38.44
5920	Reimburse for Resource Sharing	Clarendon Hills Public Library	38.44			
Crete Public Library District				11084	12/16/24	13.31
5920	Reimburse for Resource Sharing	Crete Public Library District	13.31			
Elmwood Park Public Library				11085	12/16/24	14.16
5920	Reimburse for Resource Sharing	Elmwood Park Public Library	14.16			
Flossmoor Public Library				11086	12/16/24	110.37
5920	Reimburse for Resource Sharing	Flossmoor Public Library	110.37			
Forest Park Public Library				11087	12/16/24	49.31
5920	Reimburse for Resource Sharing	Forest Park Public Library	49.31			
Franklin Park Public Library District				11088	12/16/24	18.73
5920	Reimburse for Resource Sharing	Franklin Park Public Library District	18.73			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Geneva Public Library District				11089	12/16/24	268.37
5920	Reimburse for Resource Sharing	Geneva Public Library District	268.37			
Glen Ellyn Public Library				11090	12/16/24	175.09
5920	Reimburse for Resource Sharing	Glen Ellyn Public Library	175.09			
Glenside Public Library				11091	12/16/24	27.56
5920	Reimburse for Resource Sharing	Glenside Public Library	27.56			
Green Hills Public Library District				11092	12/16/24	115.94
5920	Reimburse for Resource Sharing	Green Hills Public Library District	115.94			
Hinsdale Public Library				11093	12/16/24	71.47
5920	Reimburse for Resource Sharing	Hinsdale Public Library	71.47			
Hodgkins Public Library District				11094	12/16/24	7.62
5920	Reimburse for Resource Sharing	Hodgkins Public Library District	7.62			
Lansing Public Library				11095	12/16/24	30.70
5920	Reimburse for Resource Sharing	Lansing Public Library	30.70			
Linda Sokol Francis Brookfield Library				11096	12/16/24	36.89
5920	Reimburse for Resource Sharing	Linda Sokol Francis Brookfield Library	36.89			
Lyons Public Library				11097	12/16/24	31.80
5920	Reimburse for Resource Sharing	Lyons Public Library	31.80			
Maywood Public Library District				11098	12/16/24	11.31
5920	Reimburse for Resource Sharing	Maywood Public Library District	11.31			
Oak Brook Public Library				11099	12/17/24	32.84
5920	Reimburse for Resource Sharing	Oak Brook Public Library	32.84			
Oak Park Public Library				11100	12/17/24	846.31
5920	Reimburse for Resource Sharing	Oak Park Public Library	846.31			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Park Forest Public Library				11101	12/17/24	35.11
5920	Reimburse for Resource Sharing	Park Forest Public Library	35.11			
River Forest Public Library				11102	12/17/24	21.66
5920	Reimburse for Resource Sharing	River Forest Public Library	21.66			
St. Charles Public Library District				11103	12/17/24	137.61
5920	Reimburse for Resource Sharing	St. Charles Public Library District	137.61			
Sugar Grove Public Library District				11104	12/17/24	174.89
5920	Reimburse for Resource Sharing	Sugar Grove Public Library District	174.89			
Town & Country Public Library District				11105	12/17/24	59.00
5920	Reimburse for Resource Sharing	Town & Country Public Library District	59.00			
University Park Public Library District				11106	12/17/24	17.22
5920	Reimburse for Resource Sharing	University Park Public Library District	17.22			
Villa Park Public Library				11107	12/17/24	70.70
5920	Reimburse for Resource Sharing	Villa Park Public Library	70.70			
Westmont Public Library				11108	12/17/24	260.81
5920	Reimburse for Resource Sharing	Westmont Public Library	260.81			
Woodridge Public Library				11109	12/17/24	57.03
5920	Reimburse for Resource Sharing	Woodridge Public Library	57.03			
COSUGI				11110	12/18/24	150.00
5240	Professional Association Membership Dues	COSUGI	150.00			
Employee Benefits Corporation				11111	12/18/24	275.00
5830	Consulting	Employee Benefits Corporation - annual non-discrimination census processing	275.00			
Lucas McKeever				11112	12/18/24	887.04

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5210	Conference Travel	Lucas McKeever -ILA hotel charges	485.30			
5210	Conference Travel	Lucas McKeever - ILA meals	121.74			
5230	Staff Professional Development	Lucas McKeever - conference fee	280.00			
Nicor Gas				11113	12/18/24	205.00
5120	Utilities	Nicor Gas - 11/13/24-12/02/24 FINAL for QR	205.00			
Reliance Standard Life Insurance Co.				11114	12/18/24	937.57
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - January	937.57			
Unique Integrated Communications, Inc.				11115	12/18/24	7,167.50
5860	Notification & Collection	Unique Integrated Communications, Inc. - Curbside Communicator	40.00			
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	6,690.50			
5860	Notification & Collection	Unique Integrated Communications, Inc.- Notices	437.00			
Wellness Insurance Network-WIN				11116	12/18/24	158.18
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - December	158.18			
KMMRD Enterprises				51236	12/31/24	8,352.42
5110	Rent/Lease	KMMRD Enterprises	8,352.42			
T.A. Systems Inc.				51237	12/02/24	260.00
5150	Custodial Service & Supplies	T.A. Systems Inc.	260.00			
ComEd				51238	12/17/24	114.78
5120	Utilities	Com Ed - final usage at QR	114.78			
T.A. Systems Inc.				51239	12/19/24	195.00
5150	Custodial Service & Supplies	T.A. Systems Inc. - November	195.00			
LIMRiCC				51240	12/19/24	16,837.35
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - December	16,837.35			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
ComEd				51241	12/20/24	176.67
5120	Utilities	ComEd - deposit for 915 Harger	176.67			
The Hartford, Inc.				51242	12/20/24	2,193.00
5700	Insurance	The Hartford, Inc. w/c 10/1/24 - 10/1/25	2,193.00			
Travelers				51243	12/02/24	6,191.00
5700	Insurance	Travelers - 10/31/24-10/31/25	6,191.00			
LIMRiCC				51244	12/02/24	16,837.35
5025	Health, Dental, Life And Disability Insurance	LIMRiCC	16,837.35			
Lauterbach & Amen, LLP				51245	12/02/24	9,085.00
5820	Accounting	Lauterbach & Amen, LLP - audit	8,000.00			
5820	Accounting	Lauterbach & Amen, LLP - november services	1,085.00			
KMMRD Enterprises				51246	12/02/24	8,352.42
5110	Rent/Lease	KMMRD Enterprises	8,352.42			
First Bankcard				51247	12/17/24	2,697.87
5220	Staff Meetings	First Bankcard - staff lunch	170.03			
5150	Custodial Service & Supplies	First Bankcard - Shark Shredding	495.25			
5430	Server Software Licensing	First Bankcard - VEEAM	428.00			
5510	Office Supplies	First Bankcard - Target	67.50			
5510	Office Supplies	First Bankcard - Home Depot	97.14			
5230	Staff Professional Development	First Bankcard - Trailiant training	440.00			
5420	Application Software Licensing	First Bankcard - Formsite	999.95			
Lauterbach & Amen, LLP				51248	12/19/24	1,085.00
5820	Accounting	Lauterbach & Amen, LLP - December	1,085.00			
					Check List Total	85,200.48

SWAN BOARD MEETING MINUTES

January 24, 2025, 9:30 a.m.
Blue Island Public Library
2433 York Street
Blue Island, IL 60406

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

   President Cottrill called the meeting to order at 9:30 a.m. The following Board members were present to establish a quorum.

   - A.   Jesse Blazek
   - B.   Dawn Bussey
   - C.   Jennifer Cottrill
   - D.   Samantha Johnson
   - E.   Zach Musil
   - F.   Colleen Waltman
   - G.   Anna Wassenaar

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

   Aaron Skog, SWAN Executive Director
   Scott Brandwein, SWAN Assistant Director

   There was no public comment.

3. **Action Item**

   Acceptance of January 24, 2025, SWAN Board Meeting Agenda

   Johnson moved, seconded by Bussey that it be

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JANUARY 24, 2025, SWAN BOARD MEETING AGENDA AS PRESENTED

   Motion carried by unanimous voice vote.

4. **Action Item**

   Approval of the SWAN Financials, December 2024

   Johnson moved, seconded by Bussey that it be

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

   Motion carried by roll call vote with the following results:

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

5. **Action Item**

   Acceptance of December 20, 2024, SWAN Board Meeting Minutes

   Musil moved, seconded by Blazek that it be

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE DECEMBER 20, 2024, SWAN BOARD MEETING MINUTES AS AMENDED

   Motion carried by unanimous voice vote.

6. **Reports**

   a. **Board President Report**
   None

   b. **Executive Director Report**
   Skog gave updates on SWAN included in the packet. The SirsiDynix contract renewal options were discussed, and the upcoming report from the SWAN Board Environmental Scan Task Force will need to include a term length for renewal and negotiate a favorable annual increase. SWAN Aspen Discovery hosting options and costs will be presented next month.

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

   Treasurers Report
   None

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

7. **Discussion SWAN FY26 budget & membership fees draft agenda**
   The FY26 budget was reviewed and discussed. Some edits to the narrative within the budget were identified which will be made prior to posting the Tuesday, February 4th Committee of the Whole meeting packet.

8. **Discussion: SWAN platform satisfaction survey for 2025**
   The survey rating was discussed, and the Likert selection will be updated to "very satisfied, satisfied, neutral, dissatisfied, and no basis for judgement." The SWAN Board will review the survey with additional edits to be reviewed at the February 21st meeting.

9. **Discussion: SWAN training strategy**

The newly created training strategy was presented by Scott Brandwein. The SWAN Board thanked Scott for the effort and no additional changes were required.

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

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Jesse Blazek
Board Secretary

SWAN Executive Director Report

February 21, 2025

Board Considerations

FY24 financial audit

The financial audit for fiscal year 2024 was completed by Lauterbach & Amen and is ready for discussion and acceptance.

Recommendation on Aspen Discovery & LiDA hosting contract

I have completed research into hosting costs for SWAN's Aspen Discovery and SWAN Libraries + app (LiDA) and have a recommendation for FY26.

FY26 budget draft

The narrative, budget, and membership fees were presented at the Committee of the Whole meeting held on Tuesday, February 4th. The discussion was minimal at the meeting, and we will bring a final budget for approval at the upcoming Quarterly to be held on March 6th at Oak Brook Public Library.

Membership Satisfaction with SWAN Platform

I have included a second draft of the introduction and survey design for the SWAN Board to discuss at the February 21, 2025, meeting.

March 6, 2025 Quarterly meeting agenda

I have included a draft of the upcoming membership meeting agenda for discussion.

Monthly Financial Report

December Balance Sheet

The Fund Balance Unrestricted line for January is $2,893,173.82 which is unchanged from 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 will be 58% 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 January 2025	Percentage of budget YTD 58%
Total Revenue	$4,053,746.00	$2,084,048.38	51%
Total Expenses	$4,093,745.90	$2,171,105.04	53%
Over / (Under)	($39,999.90)	($87,056.66)	

Accounts Receivable

4010 - SWAN Full Membership Fees: 2nd quarter invoices were sent out in October 2024, reflecting 50.00% of this revenue budget line. The 3rd quarter invoices were sent out in January, which will reflect 75% of the revenue for this budget line.

4011 – Internet Access Membership Fees: the six school libraries were 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: 58.10%
SWAN's Money Market rate for December is 4.80% which has been dropping slowly after a high of 5.59% rate in June. Interest income from the IMET Convenience Fund is now recorded in this line.

Accounts Payable

5110 – Rent/Lease: 67.38%
This expense line will be over budget through December and then after the SWAN office move in December we will have the negotiated 9 months' rent abatement through the rest of the fiscal year. Expenses in December include the shredding of financial banking documents after receiving approval from the Illinois State Archives.

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: 141.56%
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: January 2025

Summary

Membership engagement activities and statistics are reported through the month-end of January 2025. 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 January 2025.

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
1/9/2025	Cataloging Working Group	Bibliographic Services	Membership Meeting
1/15/2025	Circulation Working Group	Information Technology & System Support; User Experience; Bibliographic Services	Membership Meeting
1/23/2025	Discovery and User Experience Working Group	User Experience	Membership Meeting
1/23/2025	ILL/Circ/Quarterly Billing Office Hours	Information Technology & System Support; Administration	Consultation
1/24/2025	SWAN Board Meeting	Administration	Governance
1/28/2025	SWAN Fireside Chat	All	Membership Meeting
1/30/2025	IPLAR Office Hours	All	Consultation

User Group and Advisory Meeting Recap

Cataloging Working Group (1/9/2025)

The first Cataloging Working Group met to discuss standards and practices, the responsibilities and expectations page, and the issue of over 450,000 records lacking an OCLC number. The team also discussed data management, cataloging, and the challenges of updating templates for pre-catalog records. Lastly, they discussed the management of duplicate records, the challenges of cataloging using the term DVD in the subfield $e, and the need for updating documentation and incorporating new information into the catalog.

Circulation Working Group (1/15/2025)

The Circulation Working Group set their goals for the year, which include continuing the Circulation Mentorship program while evaluating its success, generating suggestions to guide SWAN's training and documentation development on circulation topics, Symphony policy consolidation, and bringing teachable moments and best practices topics to the Circulation Networking Group.

The group discussed the Circulation Mentorship Program in greater detail, highlighting feedback they have received from participants over the last year. The group mentioned that in-person meetings between mentees and mentors were valuable to exchange ideas on process and workflow that would be difficult to see virtually.

Discovery and User Experience Working Group (1/23/2025)

DUX this month included an overview of the infrastructure that SWAN depends on for Aspen support and development. They received information on our support vendor ByWater, our contract with Grove for Libraries for development, and the Aspen community's upcoming development tracking tool, Jira. This is all knowledge the group will need to understand in order to guide SWAN's priorities for the discovery layer.

Tara also reviewed the specifications we sent to Grove to our series page development project that will loosen our reliance on Novelist for series information in Aspen and instead use existing bibliographic data to perform the same search and display functions.

Finally, the group reviewed potential development projects for a planned vote on priorities at the next meeting.

Major Projects & Research

Aspen Discovery

Aspen release 24.01 included bug fixes and additional filters for searches limited to Lists.

Holds through purchase suggestions

The Aspen purchase suggestions system now includes the ability to place holds for patrons once a suggested title is purchased. Oak Brook, St. Charles, and Warrenville are currently testing this feature.

Scan-and-go pilot

The pilot has paused once again for the scan-and-go self-check feature in the Aspen LiDA. Symphony API functionality that was previously working is now having issues properly listing titles during the checkout process. At the moment, we do not have an estimated timeline for the resolution of these issues. Downers Grove, Indian Prairie, and Lansing are participating in the pilot.

IT Infrastructure & Staffing Update

The new HQ was up and running by mid-January, with Imperial Surveillance coming out on January 13th to install our existing keycard system for the front door. SWAN staff were able to continue use of

their existing keyfobs/cards without requiring reprogramming. Our existing Comcast fiber equipment was also returned to Comcast via UPS. One of our existing Nest cameras was reinstalled to monitor the entryway to our suite and have eliminated most of the false alerts from activity in the hallway. These should be eliminated entirely once graphics are applied to the door.

Lexii Klopp officially joined the team on January 6th and has been spending the past month becoming acquainted with our infrastructure, as well as the various connected systems maintained or supported by ITSS. She has also been reviewing our Arctic Wolf security assessment and has begun to audit some of our systems. Lexii is also working on rebuilding our Zabbix monitoring system, as the existing server had several complexities that we'd like to eliminate to ensure that were only receiving actionable alerts, including status alerts for the library VPN connections.

Ticketing System – HaloITSM

SWAN internal training on the new ticketing system is complete, and staff are experimenting in the system to get used to its layout. We have scheduled two member sessions on the user portal for late February. The portal is not complex, so these sessions will be brief. For staff who cannot attend, we will have a recorded version available.

Training Strategy

We have reviewed with staff the training strategy document we presented at the January board meeting. Our next steps will include generating some process documentation to solidify staff adoption of the strategy, but first we are going to apply the philosophy in the strategy to a couple of training development projects. We have staff already developing Acquisitions trainings in our online learning management system. We are also beginning development of learning checklists for new and existing SWAN member staff, similar to the Circulation Training Checklist that already exists on our support site. Our Bibliographic Services Consultants, Sam and Lucas, will build out a training path for staff and managers working in technical services (cataloging and acquisitions). The process is bound to highlight some gaps in our training and documentation, which will allow us to use the strategy to close them.

Single Sign-On

For the past several months, we've been working with the Ping/HiQuest team as well as RAILS to connect L2 to the Ping portal. With this working, we're preparing to 'soft launch' SSO with the SWAN Community Forums. We anticipate going live with the forums the Wednesday after the February Fireside Chat. This integration will allow users to log in to the SWAN support site and have their credentials passed to the forums. Users accessing the forums directly will be directed to "Sign in with L2". Once we have ensured that SSO is working with the forums, the main event will be when our new HaloITMS ticketing system goes live with SSO in March.

Our Inquisiq LMS is the only vendor that we have been unable to successfully configure single sign-on with, as they're restrictive of which SSO vendors they work with. Ping, despite using the same

technology as the supported Okta, is not listed and URLs are hard-coded. Both SWAN and PingOne have reached out to Inquisiq to see if they're able to expand their SSO compatibility.

The last piece of the puzzle is incorporating HaloITSM into our single sign-on framework. It is important to us that we launch the new system with this in place so member staff do not need to set up profiles and passwords to use the system. This is underway, and we still plan to launch on the new system in March.

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 Mondays	Aspen Governance Meeting	Administration; User Experience	Partnerships
1/9/2025	Aspen Gathering	All	Partnerships
1/22/2025	SirsiDynix SureSailing	All	Partnerships
1/27/2025	RAILS Board Consortia Committee Meeting	Administration	Partnerships
1/30/2025	SHARE + OCLC Holdings Update Consultation	Administration	Partnerships

Support, Documentation, and Training

Details on support tickets, documentation, and training.

System Maintenance & Outage Calendar

Event	Description	Start	End	Category
Aspen Server Upgrade	Server migration	Wed 8/28/2024 1:00 PM	Wed 8/28/2024 5:00 PM	Aspen
Aspen Upgrade Postponed	ByWater postponed upgrade	Thu 8/29/2024 2:00 PM	Thu 8/29/2024 2:30 PM	Aspen
Rebuild Headings/Text Database	Labor Day Headings and Text rebuild. Excessive runtime likely due to incorre...	Sun 9/1/2024 10:00 PM	Tue 9/3/2024 4:00 AM	Planned, SirsiDynix
Aspen Test Release		Fri 9/6/2024 12:00 AM	Sat 9/7/2024 12:00 AM	Aspen
Aspen Outage	Issue with directory permissions on ByWater hosted server https://ticket.by...	Tue 9/10/2024 10:15 AM	Tue 9/10/2024 10:20 AM	Outage, Aspen
Aspen Production Release		Wed 9/18/2024 12:00 AM	Thu 9/19/2024 12:00 AM	Aspen
Aspen Test Release		Fri 10/4/2024 12:00 AM	Sat 10/5/2024 12:00 AM	Aspen
Aspen Server Migration Successful		Thu 10/10/2024 8:00 AM	Thu 10/10/2024 6:00 PM	Aspen
Aspen Performance Issues	After the Aspen Server migration was completed. There was a significant de...	Fri 10/11/2024 7:00 AM	Fri 10/11/2024 3:30 PM	Outage, Aspen
Aspen Production Release		Wed 10/16/2024 12:00 AM	Thu 10/17/2024 12:00 AM	Aspen
Aspen Test Release		Fri 11/8/2024 12:00 AM	Sat 11/9/2024 12:00 AM	Aspen
Aspen Catalog/LiDA Down	An apparent issue with Apache on the new server caused the entire system t...	Wed 11/13/2024 4:00 PM	Thu 11/14/2024 5:00 PM	Outage, Aspen
Aspen Production Release		Wed 11/20/2024 12:00 AM	Thu 11/21/2024 12:00 AM	Aspen
Aspen/LiDA unavailable at certain ...	ByWater's attempts at resolving the prior Aspen DDoS attack resulted in bot...	Wed 11/20/2024 10:30 AM	Wed 11/27/2024 4:00 PM	Outage, Aspen
Aspen Test Release		Fri 12/6/2024 12:00 AM	Sat 12/7/2024 12:00 AM	
Aspen Production Release		Wed 12/18/2024 12:00 AM	Thu 12/19/2024 12:00 AM	
Aspen/Hoopla Integration Issues	Number of checkouts remaining is not displaying correctly and checking ite...	Thu 1/2/2025 4:30 PM	Thu 1/2/2025 7:00 PM	Vendors, Aspen
SWAN App Non-Responsive	The LiDA app became unresponsive on Saturday morning. ByWater was noti...	Sat 1/11/2025 10:00 AM	Sat 1/11/2025 12:00 PM	Outage, Aspen
Aspen/Boundless Issue	Boundless API disabled due to issues with checkouts and holds	Thu 1/16/2025 4:30 PM	Thu 1/16/2025 5:00 PM	Vendors, Aspen
Missing titles in checkout history	Titles added to checkout history during the DDoS attack were not saved.	Thu 1/23/2025 12:30 PM	Thu 1/23/2025 1:00 PM	Aspen
LiDA/SWAN Libraries+ Down	The SWAN Libraries+ app and Aspen LiDA app are down.	Mon 1/27/2025 10:00 AM	Mon 1/27/2025 5:00 PM	Outage, Aspen
LiDA/SWAN Libraries+ Down	The SWAN Libraries+ app and Aspen LiDA app are down.	Mon 2/3/2025 2:30 PM	Mon 2/3/2025 4:00 PM	Outage, Aspen
Checkout History Missing in Patro...	Reports of missing checkout history lists in patron accounts on Aspen and L...	Fri 2/7/2025 11:30 AM	Wed 2/12/2025 7:00 PM	Aspen
Intermittent catalog slowness/do...	Aspen slow or inaccessible for brief periods. ByWater reports bot activity th...	Wed 2/12/2025 8:30 AM	Fri 2/14/2025 6:00 AM	Outage, Aspen

Outage Tracking

Aspen checkout history

Checkout histories were unavailable in our Aspen Discovery catalog and the SWAN Libraries + app from February 7th through February 11th.

SWAN staff immediately reported this issue to Bywater Solutions. Initially, we were informed that the data tables that contain checkout history were not empty, so the data was intact but not displaying. As a solution, Bywater staff suggested reloading histories from Symphony on a per-patron basis; this was not a viable solution, both in terms of scale and because we had already taken steps to manage checkout histories in Aspen only to better support patron privacy. On Monday, February 10th, we began to see checkout histories once again appearing in the catalog for some patrons; however, some patrons were still missing all or some of their histories. Monday afternoon February 10th, SWAN staff pushed for a restoration of checkout histories from a backup.

Bywater staff scheduled the restoration for the evening of Tuesday, February 11th and identified the cause of the issue. Our production server was experiencing a high degree of bot activity (which continues), and in an attempt to mitigate the issue the database table containing circulation history was deleted in our production database in error by ByWater staff.

Late Tuesday evening, February 11th, Bywater staff staged the backup data on our test server for SWAN staff to test using barcodes provided through tickets, and Wednesday morning they completed the backup restoration on our production server.

Aspen slowness and downtime

Our Aspen production server is experiencing a high degree of bot traffic. Bywater is in the process of finding longer-term, more durable solutions to block bot traffic. To date they have investigated Cloudflare, Amazon CloudFront, and Google Cloud Armor.

Boundless integration in Aspen

As of January 17th, the Boundless API integration in Aspen has been disabled. There are issues with the Boundless API, which causes titles available titles to appear as unavailable in Aspen. This is an ongoing issue, and we're awaiting work from Boundless/Baker & Taylor to address the API. Checking out titles and placing holds continues to work in the Boundless app and on the library's Boundless website.

Timeline of Aspen Performance Issues

The following is a brief summary of outages, major performance issues, and gaps in support we have seen in Aspen since July of 2024.

August 2024

A server migration was scheduled to take place on August 29th, but it did not due to "unexpected complexities on the server." The issue involved migrating from CentOS to Debian.

September 2024

On September 16th, ByWater reached out to confirm another date for the server migration. October 10th was chosen.

October 2024

In the early evening of October 10th, SWAN staff received word that the server was migrated successfully a few hours past the specified downtime window. After receiving this message, SWAN staff were unable to access the server due to a public key error. We reported the issue, but ByWater support did not respond until the following morning. It took most of the day to resolve the issue.

We also had significant performance issues on the day after the migration. We had a call with support early in the day, but we were not able to speak with systems staff at ByWater.

November 2024

On November 13th, we experienced a near total outage of Aspen across all SWAN profiles. The catalog was slow and unresponsive. We opened a ticket late afternoon of that day. ByWater responded that they were working on it, which was the only update we could get throughout the following morning. Mid-day on the 14th, Aaron received an e-mail from the owner of ByWater explaining that it was due to 3rd party resources (bots) overwhelming the server. SWAN staff had difficulty getting responses on our help ticket or Slack channel outside of this response. While ByWater proposed that they address the root of the issue over time, but no interim solution was proposed to get us back online.

Over the following weekend, we continued to have certain libraries report that they could not access the catalog. We provided IP addresses along with our report to ByWater. A couple of hours later, we received a response asking if it was fixed, but with no explanation of the issue. When pressed, ByWater revealed that a service called "Fail2Ban" that was implemented to address the previous week's issues was blocking IP addresses hitting a certain threshold, and that these libraries were a part of that block list. We provided a full list of SWAN member IP addresses to whitelist, which took more than a day for ByWater to implement.

January 2025

On January 27th, we experienced a LiDA outage systemwide. This was a broader issue than just SWAN's instance, so we were referred to a status page to track uptime. We do not know the cause of this outage, which lasted for a day.

February 2025

On February 3rd, we experienced another LiDA outage. We were again referred to the status page for tracking. This outage lasted several hours.

On February 6th, we experienced an issue with Aspen and LiDA searches timing out. This was due to an error related to the spamming of Aspen database usage tables, which should be addressed in an upcoming update. This error persisted for a couple of hours.

On February 7th, we experienced a loss of patron checkout history, which took five days to resolve. The incident is documented earlier in this report.

Support Tickets

SWAN support staff continue to maintain an excellent monthly open/closed ticket ratio. Ticket volume is beginning to increase, typical for the new year.

SWAN Support Tickets Opened/Closed in Past 12 Months

SWAN Support Tickets: January '24 - January '25

	Jan '24	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan '25
Open	650	594	483	532	504	678	589	547	445	469	422	380	523
Closed	646	659	551	561	556	716	634	568	495	517	424	431	557
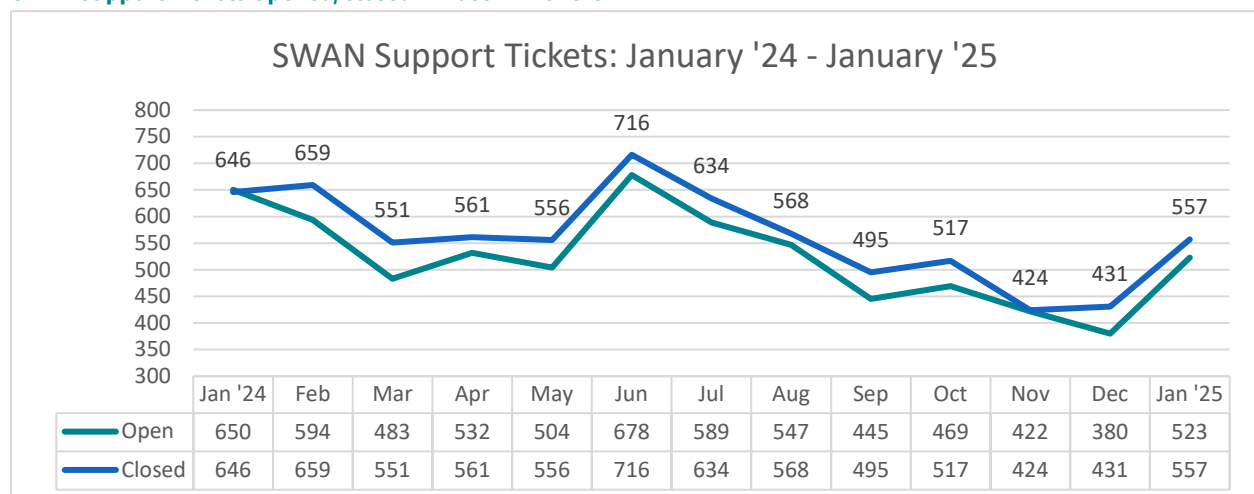
Data labels reflect tickets closed each month.

Tickets Assigned by Department - January 2025

27, 5% 15, 3%

183, 35%

298, 57%

- Admin
- Bib Svcs
- ITSS
- UX
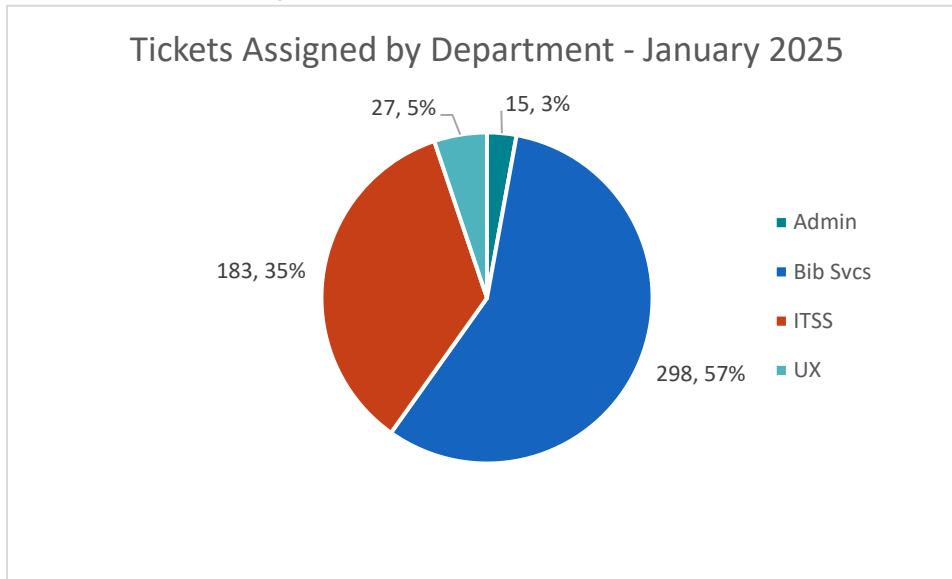
Support Site

An initial version of the new SWAN website is now ready for usability testing with library staff. This site will replace the current support site and patron site with one, single website. We have worked through four rounds of wireframing, and the SWAN management team selected a design direction from three mockups.

In the coming weeks, we will recruit library staff from our user groups to assist in rounds of testing two new versions of the home page, a public and a staff view, along with additional features for navigating the site. In addition, we will continue testing and development, including development and set up for single sign-on.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)
We added 10 new users in January to the SWAN online learning management system.

On-site Training and Consultation

The Bibliographic Services Team met with Addison on January 14 to discuss their K-Pop booklets and how they can properly cataloged and circulate these materials. They do not have many, but patrons are getting confused thinking that they are getting both the CD and the booklet and are ending up with just the booklet. This mainly seems to impact OCLC ILL patrons.

Cynthia and Lucas met with Stephanie DeYoung on January 31 to go over her original cataloging materials in OCLC. She recently took over the head of Technical Services position at Batavia and wanted to ensure that she was capturing all of the necessary information within the bibliographic records.

Crystal Vela and Vickie Totton met with Peggy Tomzik at Eisenhower Public Library to discuss the BLUEcloud Circulation initiative.

Maintenance

Automatic Monthly Patron Record Removal

In January, we purged 4,246 inactive patrons from the database.

We have pushed back our move to purging patrons after five years instead of seven. Due to an error in the reports we provide for review prior to the purges, we were late in providing the list of candidate patrons to our members. Because of this and the volume of patrons that members will need to review, we will perform the first 5-year purge in April instead of March.

SWAN recommends purging all patron records with last activity date prior to 2/1/2015 regardless of outstanding bills.
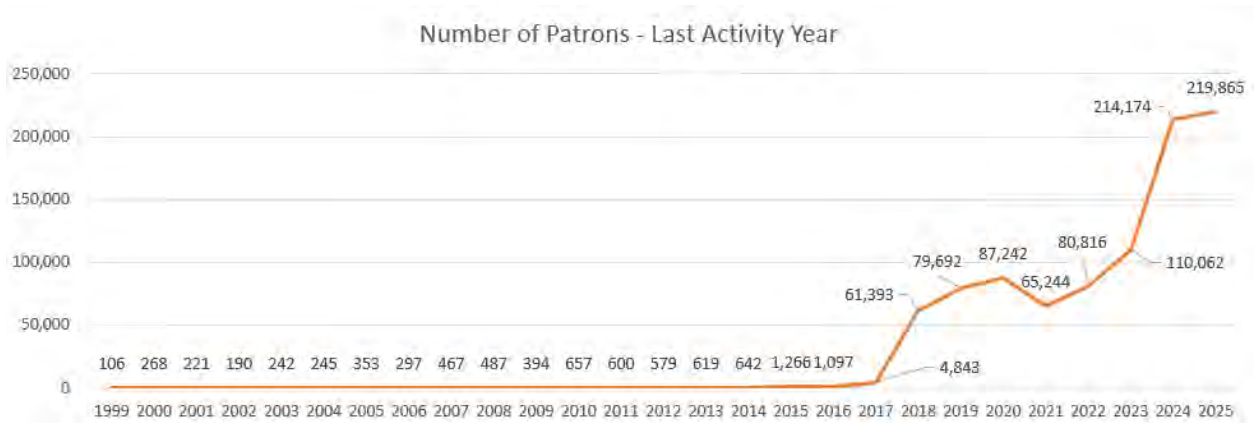
This chart shows patron counts by Last Activity Year. As usual, about half of the patrons who were active in December of the previous year are active again in January.

MessageBee Statistics

SMS notifications

Month, Yr	SMS Sent	Success Count	Success Rate	Failed Count	Failure Rate
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%
November, 2024	59,852	59,411	99.26%	441	0.74%
December, 2024	57,982	57,555	99.26%	427	0.74%
January, 2025	66,595	66,142	99.32%	453	0.68%
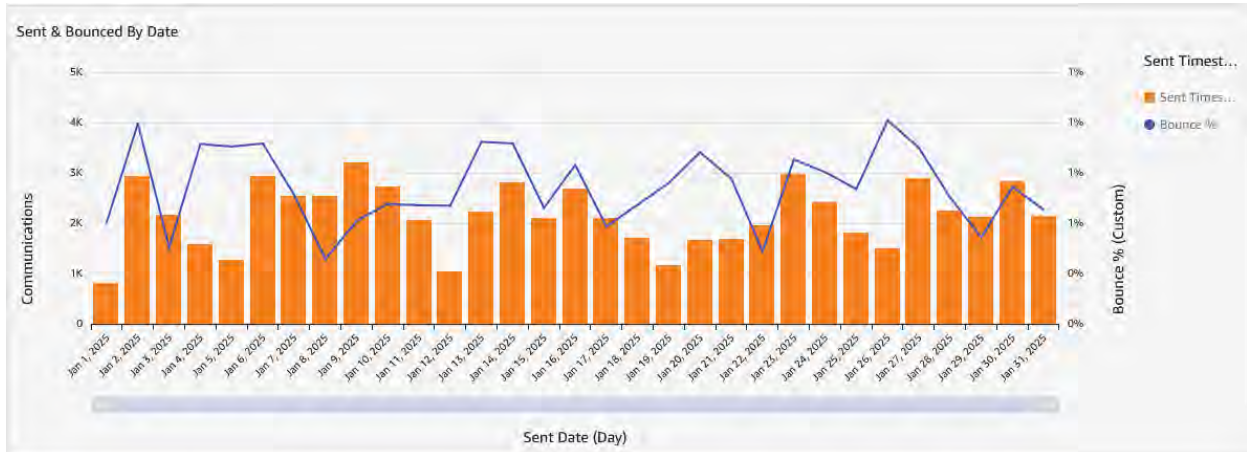
Email notifications

Month, Yr	Email Sent	Success Count	Success Rate	Failed Count	Failure Rate
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%
November, 2024	173,709	172,286	99.18%	1,423	0.82%
December, 2024	167,610	166,323	99.23%	1,287	0.77%
January, 2025	191,909	190,518	99.28%	1,391	0.72%

Sent & Bounced By Date
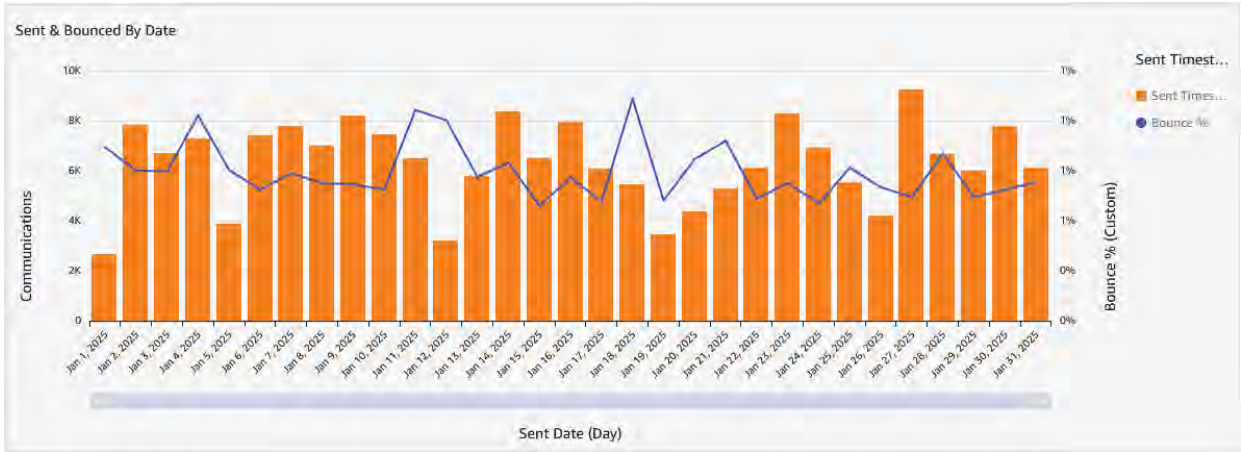
Voice notifications

Month, Yr	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
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%
November, 2024	6,742	6,414	95.13%	328	4.87%
December, 2024	6,543	6,208	94.88%	335	5.12%
January, 2025	7,927	7,555	95.31%	372	4.69%

Sent & Bounced By Date
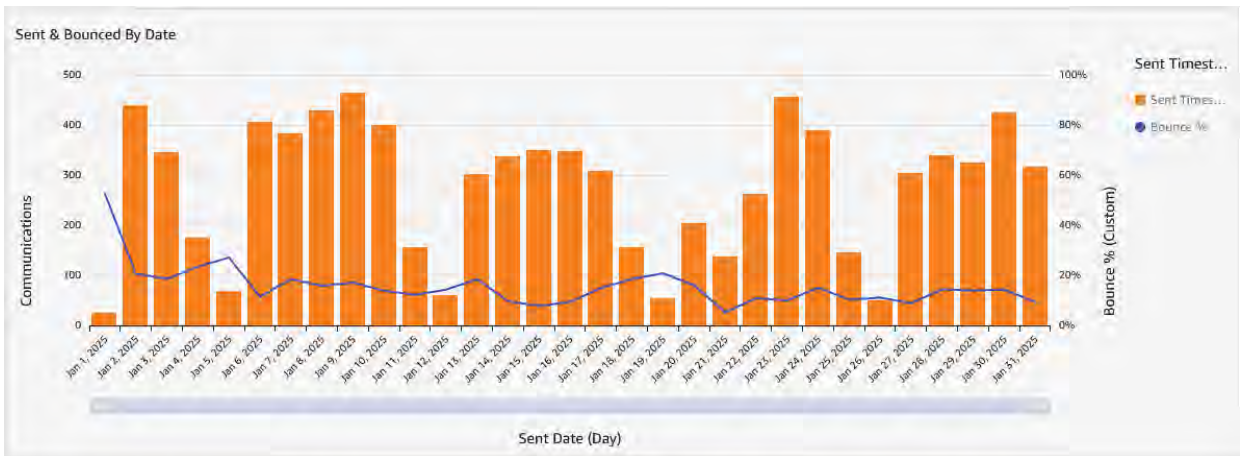
Print Notices

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

Month/Yr	Bill Notices	Amount
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
November, 2024	475	$ 437.00
December, 2024	543	$ 499.56
January, 2025	523	$ 481.16

SendGrid Statistics

Investigation into the increased number of emails dropped by SendGrid identified 125 invalid email addresses subscribed to SWANcom. These addresses were removed from the mailing list, so we anticipate fewer drops next month. We also generated a list of invalid emails in Symphony, which we will begin notifying libraries so they may request updated addresses.

				Addresses			Messages		
Month/Yr	Total Requests	Total Processed	Success Rate (Delivered)	Bounced	Marked as Spam	Invalid	Blocks	Bounce Drops	Spam Drops
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
Nov, '24	61,629	59,468	98.91% (58,825)	141	3	31	765	1,907	223
Dec, '24	63,697	62,180	97.55% (60,660)	136	3	23	901	2,088	194
Jan, '25	73,534	70,321	98.77% (69,455)	213	4	29	1,097	2,925	259

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 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	80	73	**1,271**
Copy 2024	2,072	1,936	1,633	1,967	1,727	1,630	1,658	1,293	1,652	2,030	2,002	2,107	**21,707**
Orig 2025	116												
Copy 2025	2376												

Records Added in 2024

In January, 43,723 new items were added to our database, including 6,773 new catalog records.

Now that we are halfway through the decade, our collection contains just over half as many materials published since 2020 as it does materials published in the prior decade. About 18% of our collection was published on or after 2020.

Title Count by Publication Year
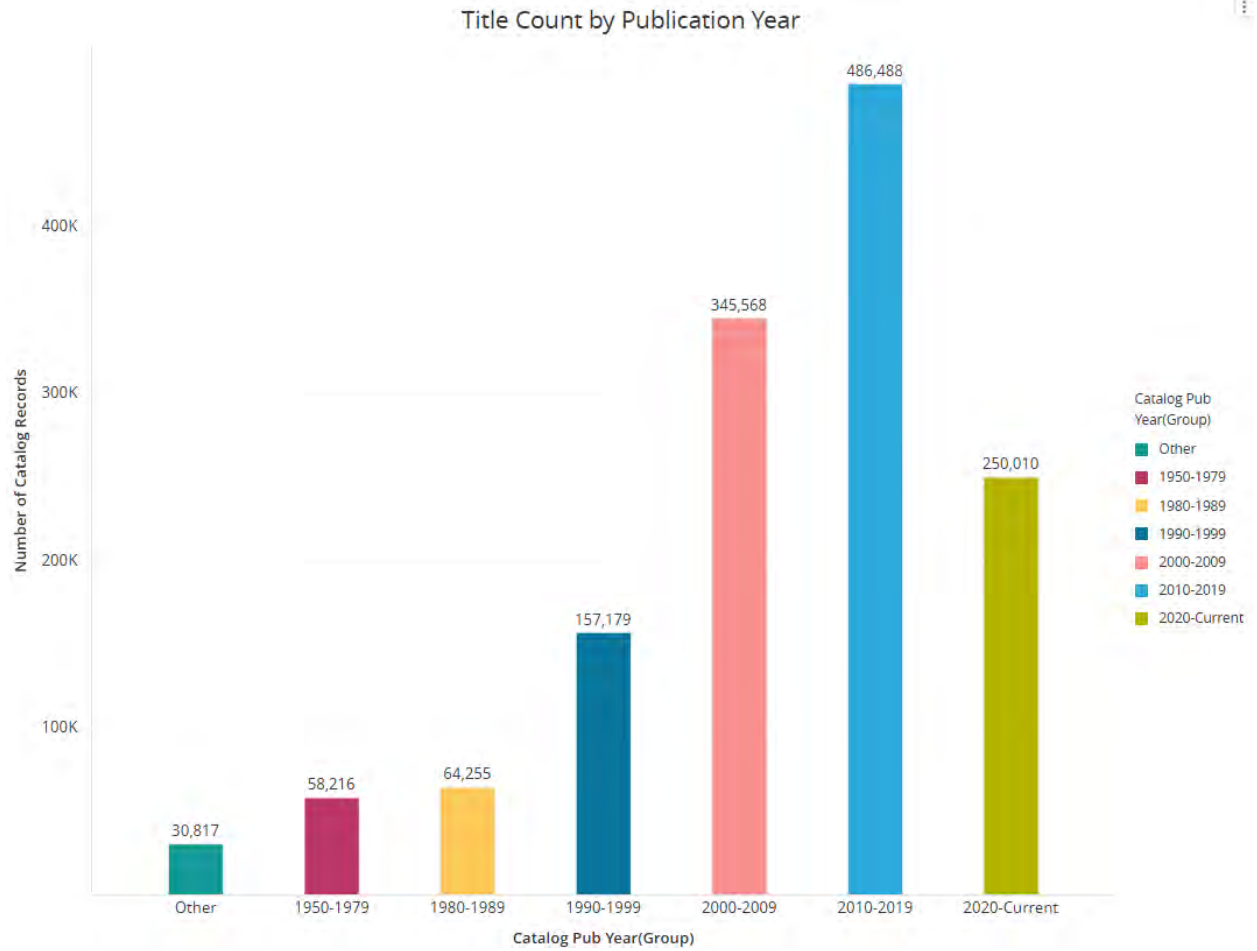
Circulation

Monthly total comparison since 2019

In January, we had 628,535 systemwide circulations, which is 96.5% of the rate in January 2024 and 74.2% of the pre-pandemic count from January 2019.

Circulation Snapshot 2019-Current

Trans Stat
- 2019
- 2023
- 2024
- 2025
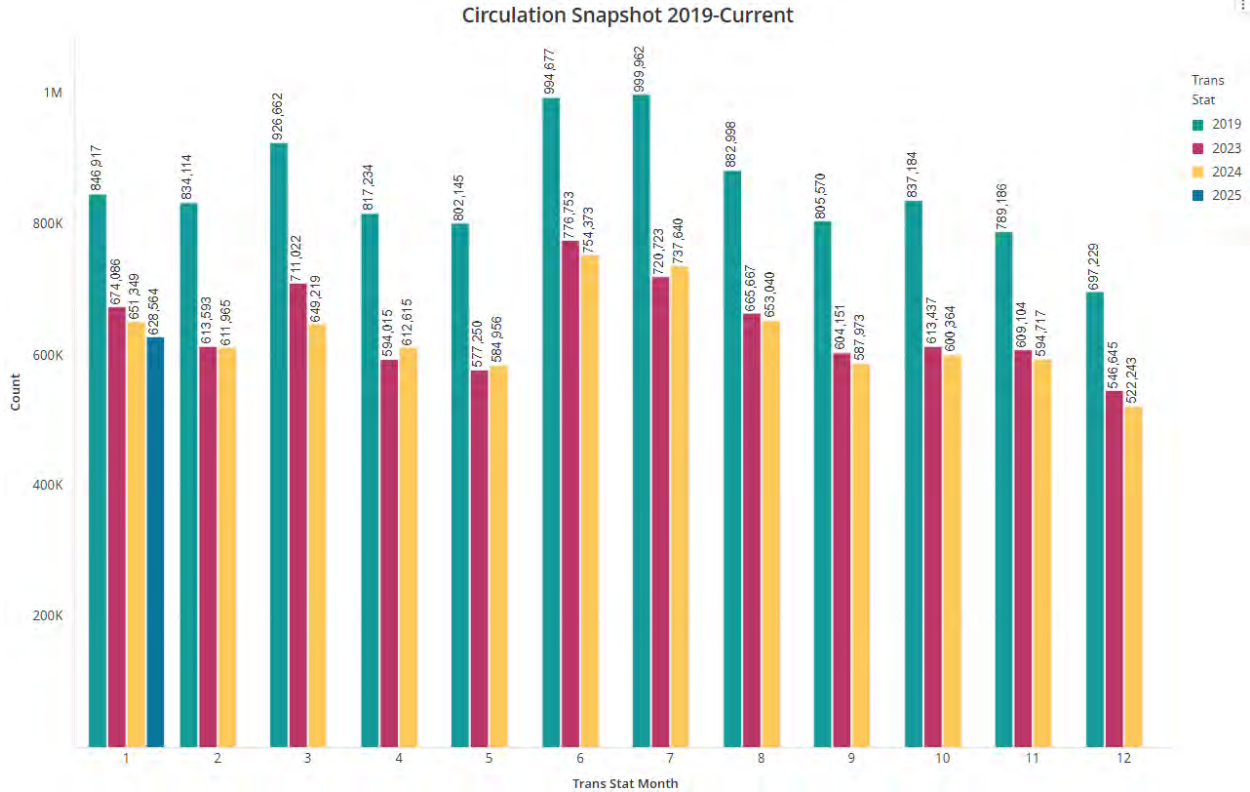
Interlibrary Loan & Resource Sharing

Interlibrary loan checkouts between SWAN members was 117,068 in January, for 20% of total checkouts.

Reciprocal borrowing between SWAN libraries totaled another 18% of total checkouts at 106,062 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 January by a ratio of 2.05 items lent for each item borrowed. We lent 3,135 items and 18 copies and borrowed 1,532 items and 31 copies.

Online Public Catalog - Aspen

Top 25 Searches in Aspen (January 2025)

1. freida mcfadden
2. wicked
3. onyx storm
4. nintendo switch
5. fourth wing
6. kristin hannah
7. dog man
8. james a novel
9. winter
10. the women
11. the god of the woods
12. movies
13. the housemaid
14. conclave
15. let them
16. the wedding people
17. anora
18. verity
19. colleen hoover
20. nintendo switch

21. romance   23. sonic   25. snow

22. james patterson   24. consumer reports

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
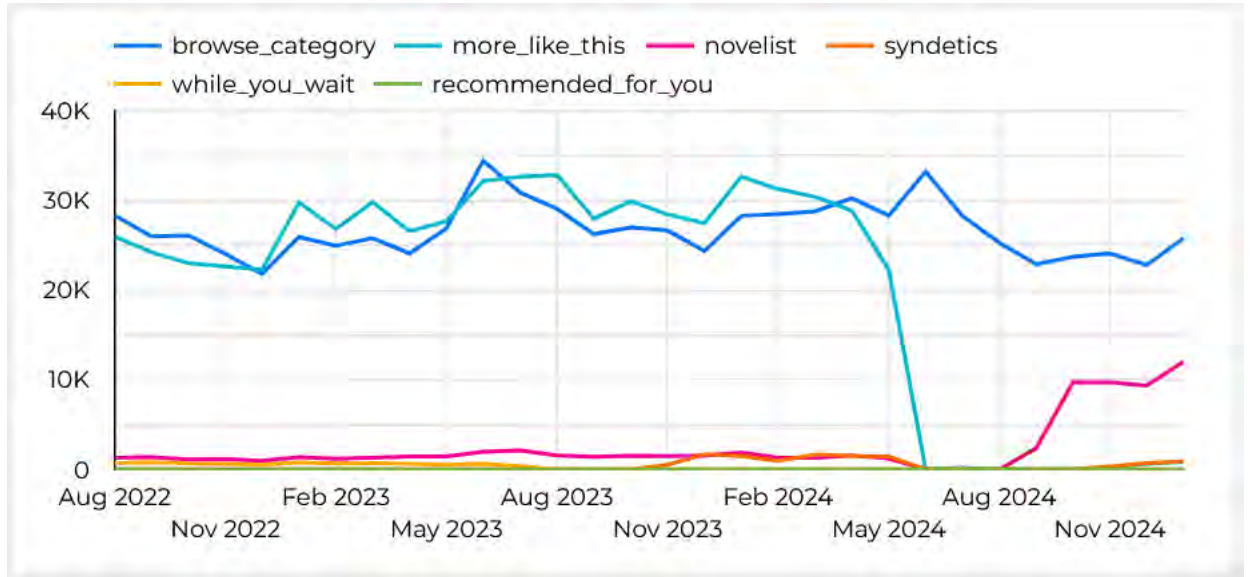
SWAN Libraries + App – Aspen LiDA

January 2024 is the first full month of available statistics for the SWAN Libraries + app (the app was launched mid-month December 2023).
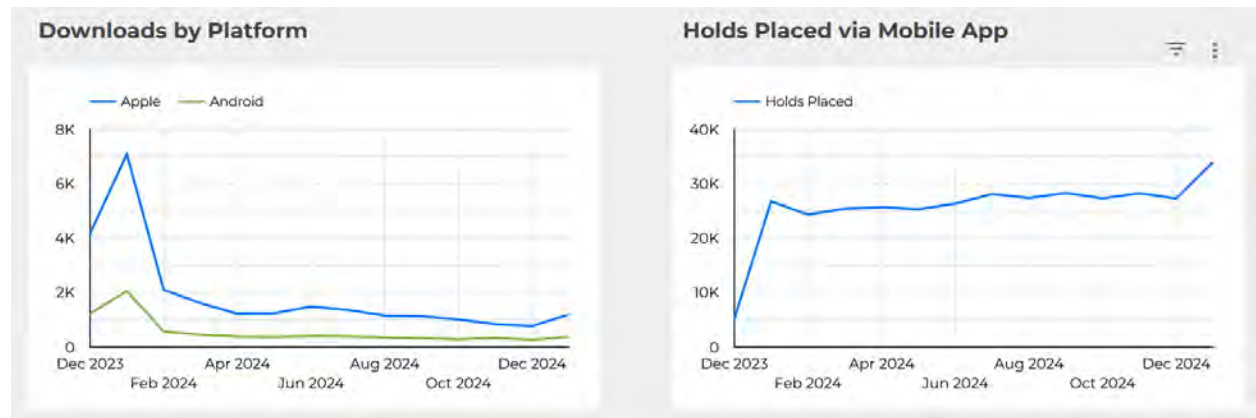
SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Friday, July 19, 2024	Regular SWAN Board Meeting	Elect Officers: President, VP, Treasurer, Secretary & Complete Signature Card Changes for Bank Accounts. OMA Officers must complete training. Nominate for committees. Approve schedule for regular board meetings for next 12 months.
Friday, August 16, 2024	Regular SWAN Board Meeting	Meeting often conflicts with SWAN Expo. Decision on recommend to cancel meeting.
Thursday, September 5, 2024	SWAN Quarterly Meeting	Introduce new SWAN Board members
Friday, September 20, 2024	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
Friday, October 18, 2024	Regular SWAN Board Meeting	Aaron begins work on FY26 budget, brings questions to SWAN Board if needed.
Friday, November 22, 2024	Regular SWAN Board Meeting	Board accepts FY24 audit. Aaron to bring FY26 Budget draft; Board discuss Fees and determines next steps. Board approves meeting dates for 2025 calendar
Friday, December 20, 2024	Regular SWAN Board Meeting	Review of FY26 Budget Draft
Friday, January 24, 2025	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
Tuesday, February 4, 2025	Committee of the Whole meeting (virtual)	Meeting to discuss FY26 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

SWAN MANAGEMENT'S DISCUSSION AND ANALYSIS

Introduction

This is a narrative overview and analysis of the financial activities of SWAN for the fiscal year ended June 30, 2024. Readers are encouraged to consider the information presented here in conjunction with additional information that is in SWAN's financial statements.

Management's Discussion, Analysis, & Financial Highlights

SWAN's organization purpose as outlined in our strategic plan's mission statement is summarized here. In addition to the report's financial highlights for fiscal year 2024's conclusion, the following:

- As a result of current year operations, net position increased by $153,682, which brings SWAN's total net position to $2,860,869 total. However, for the purposes of budgeting SWAN's excess cash for special projects, research & development, and one-time costs, we will use the Unrestricted financial figure of $2,488,697

- Last year, GASB statement number 96, Subscription Based Information Technology Arrangements was adopted and moving forward for SWAN, the technology subscriptions that meet the GASB 96 definition for SWAN will be tracked as a liability and an intangible asset. The budget expense Library Services Platform is impacted by the audit, but SWAN will continue to record the actual expense for SirsiDynix and EBSCO in the given budget year.

- Three years ago, GASB statement number 87, Leases, was adopted and moving forward for SWAN, the commercial office lease is going to tracked as a Capital Asset (Right of Use Asset). This means the remaining years of the lease at 800 Quail Ridge is tracked similar to how Capital Equipment would be treated. While this GASB rule impacts the audit, SWAN can continue to record the actual expense for the lease under the Buildings & Grounds in the operations budget.

SWAN's financial statements are comprised of two components: (1) government-wide financial statements, and (2) notes to financial statements. This report also contains other supplementary information in addition to the two financial statements.

Government-Wide Financial Analysis

SWAN's net position for fiscal year 2024 is detailed and compared with the previous fiscal year.

SWAN's Net Position	30-Jun-24	30-Jun-23	Positive (Negative) Variance
Total assets	$3,361,467	$3,662,206	($300,739)
Total liabilities	$500,598	$955,019	($454,421)
Total net position	$2,860,869	$2,707,187	$153,682

Change in Net Position			Positive (Negative) Variance
Total revenues	$4,297,165	$4,118,809	$178,356
Total expenses	$4,143,483	$3,837,605	$305,878
Change in net position	$153,682	$281,204	($127,522)
Net position – beginning	$2,707,187	$2,425,983	$281,204
Net position – ending	$2,860,869	$2,707,187	$153,682

Government-Wide Financial Statements (see audit report pages 5-7)

The government-wide financial statements are designed to provide readers with a broad overview of SWAN's finances. The statement of net position presents information about SWAN's assets, deferred outflows of resources, liabilities, and deferred inflows of resources with the difference reported as net position. Over time, increases or decreases in net position may serve as a useful indicator of whether the financial position of SWAN is improving or deteriorating.

The statement of activities presents information showing how SWAN's net position changed during the most recent fiscal year. All changes in net position are reported as soon as the underlying events giving rise to the changes occur, regardless of the timing of related cash flows. Thus, revenue and expenses are reported in this statement from some items that will only result in cash flows in future fiscal periods (e.g., unused compensated absences, other post-employment benefits payable, grant receivables and accrued interest expense).

Notes to the Financial Statements (see audit pages 12-19)

In addition to the basic financial statements and accompanying notes, this report also presents required supplementary information and combining individual and fund financial statements and schedules.

Funds

SWAN uses only the proprietary fund type, which as detailed in the audit report, are used to account for activities similar to those found in the private sector.

Capital Assets

Capital assets for SWAN are detailed on page 16 of the audit report, which for fiscal year 2024 depreciated by ($739,879).

Long-term liabilities

Long-term liabilities for SWAN include accrued compensated absences, i.e., vacation pay. The liability for Subscription Based Intangible Assets (SBITA) were calculated for the first time in fiscal year 2023. Details on the SBITA for fiscal year 2024 are detailed on page 17 of the audit report.

Commitments

SWAN's grant awarded by RAILS is detailed.

Other Supplementary Information

SWAN's budget and actual operating revenue and expenses are detailed in the schedule.

SWAN Financial Outlook

SWAN relies on wide base of funding through assessment of membership fees, which comprises 85% of its revenue. RAILS LLSAP funding grant was awarded at $499,038 for fiscal year 2024. Operating revenues ended the year over budget at $3,173.

Operating expenses ended the year under budget at $55,308.

Operating revenue net position for the year ended June 30, 2024
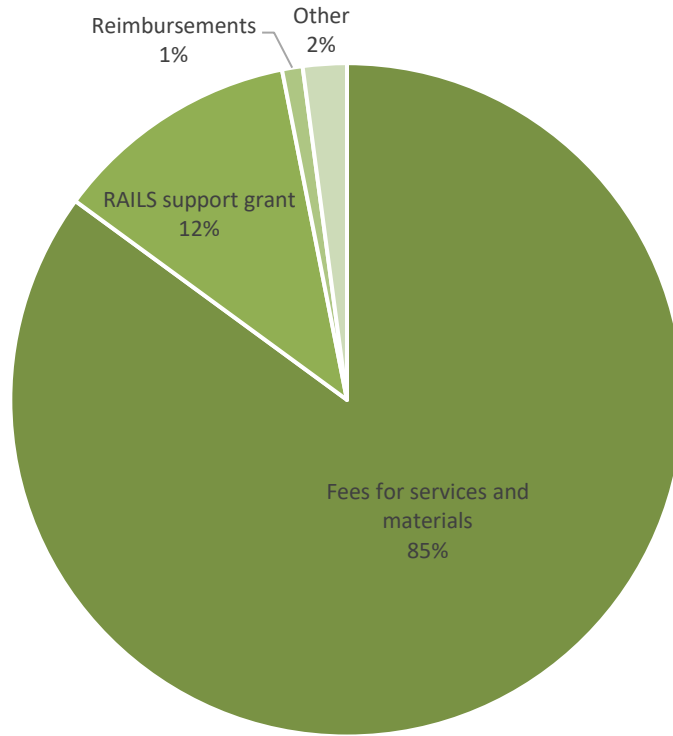
Reimbursements 1%

Other 2%

RAILS support grant 12%

Fees for services and materials 85%

Operating revenues	Actual	Budget	Positive (Negative) Variance with Final Budget
Fees for services and materials	$3,583,147	$3,514,895	($68,252)

RAILS support grant	$499,038	$498,388	($650)
Reimbursements	$41,624	$63,000	$21,376
Other	$88,805	$139,504	$50,699
Total operating revenues	**$4,212,614**	**$4,215,787**	**$3,173**

Operating expenses net position for the year ended June 30, 2024

- Conferences, training and travel 1%
- Depreciation 18%
- Miscellaneous (bank fees, reimbursement expenses, etc.) 2%
- Equipment and software maintenance expense 5%
- Buildings and grounds 1%
- Professional and contractual services 17%
- Materials, supplies, computers, software 10%
- Personnel 46%
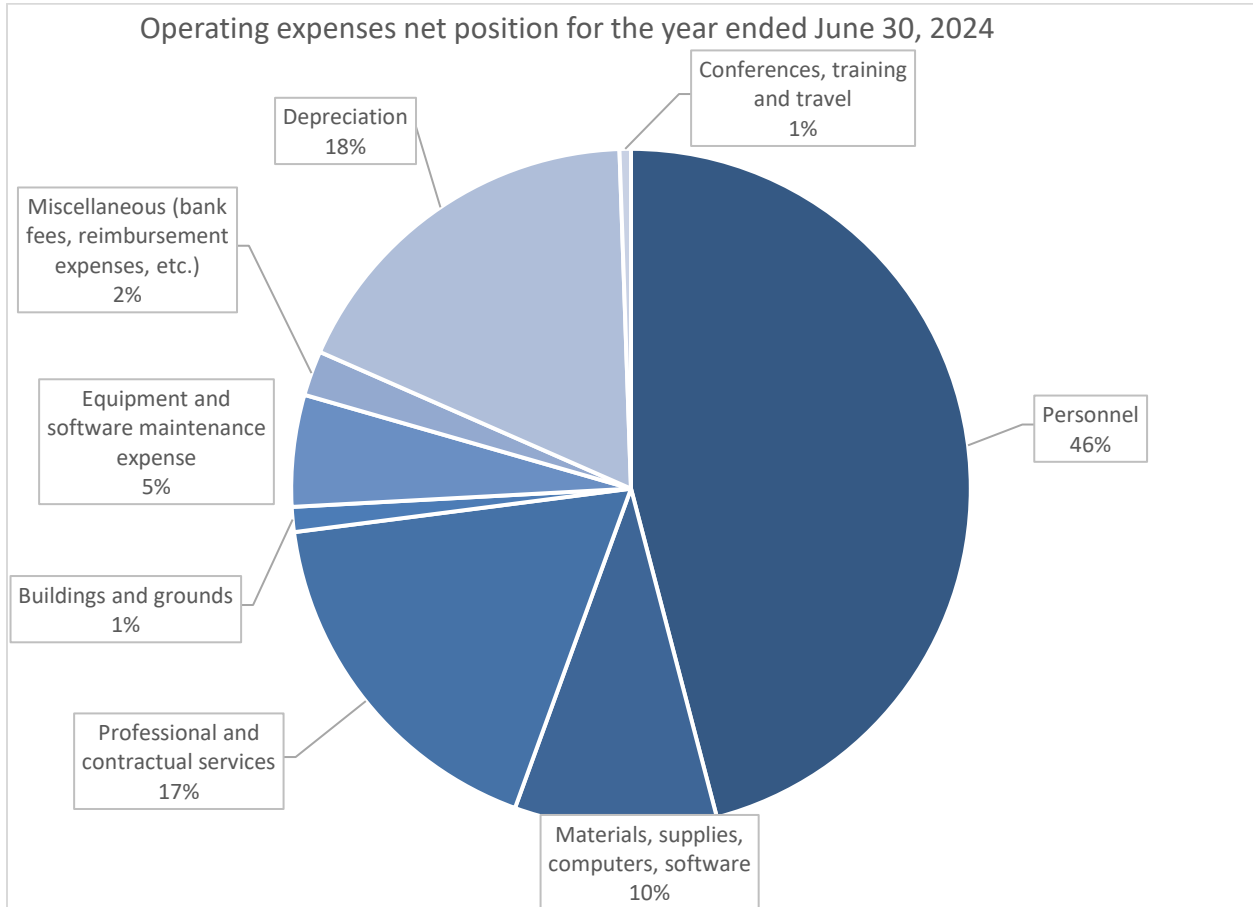
Operations	Actual	Budget	Positive (Negative) Variance with Final Budget
Personnel	$1,902,008	$1,878,500	($23,508)
Materials, supplies, computers, software	$398,078	$1,024,300	$626,222
Professional and contractual services	$720,975	$804,955	$83,980
Buildings and grounds	$49,191	$129,510	$80,319
Equipment and software maintenance expense	$219,895	$220,660	$765
Miscellaneous (bank fees, reimbursement expenses, etc.)	$88,476	$112,730	$24,254

Depreciation	$739,879	$2,322	($737,557)
Conferences, training and travel	$22,437	$23,270	$833
Total operating expenses	**$4,140,939**	**$4,196,247**	**$55,308**

Requests for Information

This financial report is designed to provide a general overview of SWAN's finances. Questions and comments concerning any information provided in this report should be addressed to Aaron Skog, 915 Harger Road, Suite 260, Oak Brook, Illinois 60523 Phone: 630-326-7022; email: aaron@swalibraries.net

SYSTEM WIDE AUTOMATED NETWORK
ANNUAL FINANCIAL REPORT

FOR THE FISCAL YEAR ENDED
JUNE 30, 2024

915 Harger Road, Suite 260
Oak Brook, IL 60523
Phone: 844.792.6542
www.swanlibraries.net

SYSTEM WIDE AUTOMATED NETWORK

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FINANCIAL SECTION

FINANCIAL SECTION

This section includes:

Independent Auditor's Report

Management's Discussion and Analysis

Basic Financial Statements

Other Supplementary Information

INDEPENDENT AUDITOR'S REPORT

This section includes the opinion of SWAN's independent auditing firm.

INDEPENDENT AUDITOR'S REPORT

February 11, 2025

Members of the Executive Board
System Wide Automated Network
Westmont, Illinois

Opinions

We have audited the accompanying financial statements of the System Wide Automated Network, (SWAN), Illinois, as of and for the year ended June 30, 2024, and the related notes to the financial statements, which collectively comprise SWAN's basic financial statements as listed in the table of contents.

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the System Wide Automated Network, Illinois, as of June 30, 2024, and the respective changes in financial position and, where applicable, cash flows thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of SWAN, and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about SWAN's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

System Wide Automated Network, Illinois
February 11, 2025

Auditor's Responsibilities for the Audit of the Financial Statements - Continued

In performing an audit in accordance with generally accepted auditing standards, we:
- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of SWAN's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about SWAN's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis and the budgetary comparison schedules, as listed in the table of contents, be presented to supplement the basic financial statements. Such information is the responsibility of management and, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board, who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Supplementary Information

Our audit was conducted for the purpose of forming opinions on the financial statements that collectively comprise the System Wide Automated Network, Illinois' basic financial statements. The other supplementary information is presented for purposes of additional analysis and are not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the other supplementary information is fairly stated, in all material respects, in relation to the basic financial statements as a whole.

Lauterbach & Amen, LLP

LAUTERBACH & AMEN, LLP

MANAGEMENT'S DISCUSSION AND ANALYSIS

SYSTEM WIDE AUTOMATED NETWORK

Management's Discussion and Analysis
June 30, 2024

Our discussion and analysis of the System Wide Automated Network's financial performance provides an overview of SWAN's financial activities for the fiscal year ended June 30, 2024. Please read it in conjunction with the transmittal letter, in the introductory section, and SWAN's financial statements, which can be found in the basic financial section of this report.

FINANCIAL HIGHLIGHTS

- SWAN's net position increased as a result of this year's operations. Net position increased by $153,682, or 5.7 percent.

- During the year, revenues totaled $4,297,165, while expenses totaled $4,143,483, resulting in an increase to net position of $153,682.

- SWAN's net position totaled $2,860,869 on June 30, 2024, which includes $372,172 net investment in capital assets and $2,488,697 unrestricted net position that may be used to meet the ongoing obligations to citizens and creditors.

USING THIS ANNUAL REPORT

This annual report consists of a series of financial statements. The Statement of Net Position and the Statement of Revenues, Expenses, and Changes in Net Position provide information about the activities of SWAN.

The Statement of Net Position reports information on all of SWAN's assets/deferred outflows and liabilities/ deferred inflows, with the difference between the two reported as net position. Over time, increases or decreases in net position may serve as a useful indicator of whether the financial position of SWAN is improving or deteriorating. Consideration of other nonfinancial factors, such as changes in SWAN's member agencies and the condition of SWAN's facilities and programs, is needed to assess the overall health of SWAN.

The Statement of Revenues, Expenses and Changes in Net Position presents information showing how SWAN's net position changed during the most recent fiscal year. All changes in net position are reported as soon as the underlying event giving rise to the change occurs, regardless of the timing of related cash flows. Thus, revenues and expenses are reported in this statement for some items that will only result in cash flows in future fiscal periods.

Fund Financial Statements

Proprietary Funds

SWAN maintains one proprietary fund type: an enterprise fund. Enterprise funds are used to report the same functions presented as business-type activities in the government-wide financial statements.

Notes to the Financial Statements

The notes provide additional information that is essential to a full understanding of the data provided in the government-wide and fund financial statements.

Management's Discussion and Analysis
June 30, 2024

USING THIS ANNUAL REPORT - Continued

Other Information

In addition to the basic financial statements and accompanying notes, this report also presents certain required supplementary information concerning SWAN's budgetary comparison schedules.

GOVERNMENT-WIDE FINANCIAL ANALYSIS

Net position may serve over time as a useful indicator of SWAN's financial position. The following tables show that in the case of the Authority, assets/deferred outflows exceeded liabilities/deferred inflows by $2,860,869.

	Net Position	
	2024	2023
Current and Other Assets	$ 2,723,198	2,284,058
Capital Assets	638,269	1,378,148
Total Assets	3,361,467	3,662,206
Long-Term Debt	98,343	353,896
Other Liabilities	402,255	601,123
Total Liabilities	500,598	955,019
Net Position		
Net Investment in Capital Assets	372,172	16,552
Unrestricted	2,488,697	2,690,635
Total Net Position	2,860,869	2,707,187

A large portion of SWAN's net position, $372,172 or 13.0 percent, reflects its net investment in capital assets (for example, land, utility plant, furniture and equipment, and vehicles), less any related debt used to acquire those assets that is still outstanding. SWAN uses these capital assets to provide services to citizens; consequently, these assets are not available for future spending. Although SWAN's investment in its capital assets is reported net of related debt, it should be noted that the resources needed to repay this debt must be provided from other sources, since the capital assets themselves cannot be used to liquidate these liabilities.

The remaining 87.0 percent, or $2,488,697, represents unrestricted net position and may be used to meet the government's ongoing obligations to citizens and creditors.

Management's Discussion and Analysis
June 30, 2024

GOVERNMENT-WIDE FINANCIAL ANALYSIS - Continued

	Change in Net Position	
	2024	2023
Revenues		
Program Revenues		
Charges for Services	$ 4,212,614	4,075,332
General Revenues		
Interest Income	84,551	43,477
Total Revenues	4,297,165	4,118,809
Expenses		
Operating Expenses	4,140,939	3,819,813
Interest Expense	2,544	17,792
Total Expenses	4,143,483	3,837,605
Change in Net Position	153,682	281,204
Net Position - Beginning	2,707,187	2,425,983
Net Position - Ending	2,860,869	2,707,187

Net position increased by 5.7 percent ($2,860,869 in 2024 compared to $2,707,187 in 2023). Unrestricted net position, the part of net position that can be used to finance day-to-day operations without constraints, totaled $2,488,697 at June 30, 2024.

BUDGETARY HIGHLIGHTS

SWAN had one budget amendment during the fiscal year. For the current year, operating revenue received was under budget by $3,173. The shortfall of operating revenue was largely due to fines payments and reciprocal borrowing revenue. Total operating expenses, exclusive of depreciation and amortization, were $792,865 under budget mostly due to lower employee salaries and lower information and technology costs.

CAPITAL ASSETS

SWAN's investment in capital assets as of June 30, 2024 was $638,269 (net of accumulated depreciation). This investment in capital assets includes leasehold improvements, machinery and equipment, lease asset - building, and subscription asset - software.

	Capital Assets Net of Depreciation	
	2024	2023
Leasehold Improvements	$ 361	1,223
Machinery and Equipment	13,869	15,329
Lease Asset - Building	28,560	97,107
Subscription Asset - Software	595,479	1,264,489
Total	638,269	1,378,148

SWAN did not have any capital additions in the current fiscal year.

Additional information on SWAN's capital assets can be found in Note 3 of this report.

DEBT ADMINISTRATION

At year-end, SWAN had total outstanding debt of $266,097 as compared to $790,284 the previous year, a decrease of 66.3 percent. The following is a comparative statement of outstanding debt:

	Long-Term Debt Outstanding	
	2024	2023
Leases Payable	$ 35,467	118,238
Subscriptions Payable	230,630	672,046
Total	266,097	790,284

Additional information on SWAN's long-term debt can be found in Note 3 of this report.

REQUESTS FOR INFORMATION

This financial report is designed to provide citizens, customers, and creditors with a general overview of SWAN's finances and to demonstrate SWAN's accountability for the money it receives and disburses. Questions concerning any of the information provided in this report or requests for additional information should be directed to the Executive Director of the System Wide Automated Network, 915 Harger Road, Suite 260, Oak Brook, IL 60523.

BASIC FINANCIAL STATEMENTS

SYSTEM WIDE AUTOMATED NETWORK

Statement of Net Position
June 30, 2024

ASSETS

Current Assets	
Cash and Investments	$ 2,642,664
Receivables	
Accounts	27,480
Deposits	23,467
Prepaids	29,587
Total Current Assets	2,723,198
Noncurrent Assets	
Capital Assets	
Depreciable	2,535,480
Accumulated Depreciation	(1,897,211)
Total Noncurrent Assets	638,269
Total Assets	3,361,467

LIABILITIES

Current Liabilities	
Accounts Payable	47,211
Accrued Payroll	57,702
Accrued Interest Payable	6,659
Current Portion of Long-Term Debt	290,683
Total Current Liabilities	402,255
Noncurrent Liabilities	
Compensated Absences Payable	98,343
Total Liabilities	500,598

NET POSITION

Net Investment in Capital Assets	372,172
Unrestricted	2,488,697
Total Net Position	2,860,869

SWAN Board Meeting The notes to the financial statements are an integral part of this statement.   February 21, 2025

Exhibit page 55 of 90

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SYSTEM WIDE AUTOMATED NETWORK

Statement of Revenues, Expenses and Changes in Net Position
For the Fiscal Year Ended June 30, 2024

Operating Revenues	
Fees for Services and Materials	$ 3,583,147
RAILS Support Grant	499,038
Reimbursements	41,624
Other	88,805
Total Operating Revenues	4,212,614
Operating Expenses	
Administration	3,401,060
Depreciation and Amortization	739,879
Total Operating Expenses	4,140,939
Operating Income	71,675
Nonoperating Revenues (Expenses)	
Investment Income	84,551
Interest Expense	(2,544)
	82,007
Change in Net Position	153,682
Net Position - Beginning	2,707,187
Net Position - Ending	2,860,869

SWAN Board Meeting The notes to the financial statements are an integral part of this statement.   Exhibit page 56 of 90   February 21, 2025

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SYSTEM WIDE AUTOMATED NETWORK

Statement of Cash Flows
For the Fiscal Year Ended June 30, 2024

Cash Flows from Operating Activities	
Receipts from Customers and Users	$ 4,248,104
Payment to Employees	(394,471)
Payments to Suppliers	(2,936,823)
	916,810
Cash Flows from Capital and Related Financing Activities	
Principal Paid on Debt	(524,187)
Interest Paid on Debt	(2,544)
	(526,731)
Cash Flows from Investing Activities	
Investment Income	84,551
Net Change in Cash and Cash Equivalents	474,630
Cash and Cash Equivalents - Beginning	2,168,034
Cash and Cash Equivalents - Ending	2,642,664
Reconciliation of Operating Income to Net Cash	
Provided (Used) by Operating Activities	
Operating Income	71,675
Adjustments to Reconcile Operating Income	
to Net Cash Provided by (Used in)	
Operating Activities	
Depreciation and Amortization Expense	739,879
(Increase) Decrease in Current Assets	35,490
Increase (Decrease) in Current Liabilities	69,766
Net Cash Provided by Operating Activities	916,810

SWAN Board Meeting The notes to the financial statements are an integral part of this statement.   February 21, 2025

Exhibit pages 57 of 90

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SYSTEM WIDE AUTOMATED NETWORK

Notes to the Financial Statements
June 30, 2024

NOTE 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The System Wide Automated Network (SWAN), Illinois is a commission and public corporation incorporated and organized under the laws of the State of Illinois for the purpose of operating a joint waterworks system and providing area residents of Hillside and Berkeley with water and related services through SWAN's two member municipalities, the Village of Hillside and the Village of Berkeley. SWAN purchases water from the City of Chicago and receives the water through a transmission system maintained by the Village of Melrose Park, Illinois. The Commission is economically dependent on the Villages of Hillside and Berkeley.

The business and activities of SWAN are managed by its Board, which has statutory authority to elect officers, enact by-laws and enter into agreements and contracts for the management and regulation of SWAN's affairs.

The financial statements of SWAN have been prepared in conformity with accounting principles generally accepted in the United States of America (GAAP) as applied to government units. The Governmental Accounting Standards Board (GASB) is the accepted standard-setting body for establishing governmental accounting and financial reporting principles.

REPORTING ENTITY

The accompanying financial statements present the government and its component units, entities for which the government is considered to be financially accountable. Blended component units are, in substance, part of the primary government's operations, even though they are legally separate entities. Thus, blended component units are appropriately presented as funds of the primary government. Each discretely presented component unit is reported in a separate column in the government-wide financial statements to emphasize that it is both legally and substantively separate from the government. Management has determined that there are no fiduciary component units that are required to be included in the financial statements of SWAN and there are no discretely component units to include in the reporting entity.

BASIS OF PRESENTATION

In the Statement of Net Position, SWAN's activities are reported on a full accrual, economic resources basis, which recognizes all long-term assets/deferred outflows and receivables as well as long-term obligations/deferred inflows. SWAN's net position is reported in three parts: net investment in capital assets; restricted; and unrestricted. SWAN first utilizes restricted resources to finance qualifying activities.

SWAN uses funds to report on its financial position and the results of its operations. Fund accounting is designed to demonstrate legal compliance and to aid financial management by segregating transactions related to certain government functions or activities. A fund is a separate accounting entity with a self-balancing set of accounts.

SWAN utilizes a single proprietary fund. Proprietary funds are used to account for activities similar to those found in the private sector, where the determination of net income is necessary or useful to sound financial administration. Goods or services from such activities are provided to outside parties.

MEASUREMENT FOCUS AND BASIS OF ACCOUNTING

Measurement focus is a term used to describe "which" transactions are recorded within the various financial statements. Basis of accounting refers to "when" transactions are recorded regardless of the measurement focus applied.

Notes to the Financial Statements
June 30, 2024

NOTE 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

MEASUREMENT FOCUS AND BASIS OF ACCOUNTING - Continued

Measurement Focus

All proprietary funds utilize an "economic resources" measurement focus. The accounting objectives of this measurement focus are the determination of operating income, changes in net position, financial position, and cash flows. All assets/deferred outflows and liabilities/deferred inflows (whether current or noncurrent) associated with their activities are reported. Proprietary fund equity is classified as net position.

Basis of Accounting

SWAN's basic financial statements are presented using the accrual basis of accounting. Under the accrual basis of accounting, revenues are recognized when earned and expenses are recorded when the liability is incurred or economic asset used. Revenues, expenses, gains, losses, assets/deferred outflows, and liabilities/deferred inflows resulting from exchange and exchange-like transactions are recognized when the exchange takes place.

Proprietary funds distinguish operating revenues and expenses from nonoperating items. Operating revenues and expenses generally result from providing services and producing and delivering goods in connection with a proprietary fund's principal ongoing operations. The principal operating revenues of SWAN are charges to customers for services. Operating expenses include the cost of services, administrative expenses, and depreciation and amortization on capital assets. All revenues and expenses not meeting this definition are reported as nonoperating revenues and expenses.

ASSETS, LIABILITIES, AND NET POSITION OR EQUITY

Cash and Investments

For purpose of the Statement of Net Position, SWAN's cash and cash equivalents are considered to be cash on hand, demand deposits, and cash with fiscal agent. For the purpose of the proprietary funds' Statement of Cash Flows, cash and cash equivalents are considered to be cash on hand, demand deposits, cash with fiscal agent, and all highly liquid investments with an original maturity of three months or less.

Investments are generally reported at fair value. Short-term investments are reported at cost, which approximates fair value. For investments, SWAN categorizes its fair value measurements within the fair value hierarchy established by generally accepted accounting principles. The hierarchy is based on the valuation inputs used to measure the fair value of the asset. Level 1 inputs are quoted prices in active markets for identical assets; Level 2 inputs are significant other observable inputs; Level 3 inputs are significant unobservable inputs. All of SWAN's investments are in 2a7-like investment pools that are measured at the net asset value per share determined by the pool.

Receivables

In the government-wide financial statements, receivables consist of all revenues earned at year-end and not yet received. Allowances for uncollectible accounts receivable are based upon historical trends and the periodic aging of accounts receivable. Major receivables balances for business-type activities include user charges.

Notes to the Financial Statements
June 30, 2024

NOTE 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

ASSETS, LIABILITIES, AND NET POSITION OR EQUITY - Continued

Prepaids

Certain payments to vendors reflect costs applicable to future accounting periods and are recorded as prepaids in both the government-wide and fund financial statements. Prepaids are valued at cost, which approximates market, using the first-in/first-out (FIFO) method. The costs of governmental fund-type prepaids are recorded as expenditures when consumed rather than when purchased.

Capital Assets

Capital assets purchased or acquired with an original cost of $5,000 or more are reported at historical cost or estimated historical cost. Contributed assets are reported at acquisition value as of the date received. Additions, improvements and other capital outlays that significantly extend the useful life of an asset are capitalized. Other costs incurred for repairs and maintenance are expensed as incurred. Capital assets in the proprietary funds are capitalized in the fund in which they are utilized. The valuation basis for proprietary fund capital assets are the same as those used for the general capital assets.

Depreciation on all assets is computed and recorded using the straight-line method of depreciation over the following estimated useful lives:

Leasehold Improvements	7 Years
Computer Equipment	5 Years
Machinery and Equipment	25 Years
Lease Asset - Building	5 Years
Subscription Asset - Software	3 - 5 Years

Long-Term Obligations

In the financial statements, long-term debt and other long-term obligations are reported as liabilities in the applicable business-type activities or proprietary fund type Statement of Net Position. Bond premiums and discounts, are deferred and amortized over the life of the bonds using the effective interest method. Bonds payable are reported net of the applicable bond premium or discount. Bond issuance costs are reported as expenses at the time of issuance.

Net Position

In the government-wide financial statements, equity is classified as net position and displayed in two components:

> Net Investment in Capital Assets - Consists of capital assets, including restricted capital assets, net of accumulated depreciation, and reduced by the outstanding balances of any bonds, mortgages, notes or other borrowings that are attributable to the acquisition, construction, or improvement of those assets.

> Unrestricted - All other net position balances that do not meet the definition of "restricted" or "net investment in capital assets."

SYSTEM WIDE AUTOMATED NETWORK

Notes to the Financial Statements
June 30, 2024

NOTE 2 - STEWARDSHIP, COMPLIANCE AND ACCOUNTABILITY

BUDGETARY INFORMATION

Budgets are adopted on a basis consistent with generally accepted accounting principles. An annual budget is adopted for the enterprise fund by vote of the full membership and ratification of this vote by the Administrators' Board.

The Administrators' Board prepares the annual budget. The budget is prepared by category and includes information on the current year's estimates. The proposed budget is presented to the full membership for review and voting prior to ratification of this vote by the Administrators' Board. The budget was one amendment to the budget made in fiscal year 2024.

NOTE 3 - DETAIL NOTES ON FINANCIAL STATEMENTS

DEPOSITS AND INVESTMENTS

Permitted Deposits and Investments - Statutes authorize SWAN to make deposits/invest in commercial banks, savings and loan institutions, obligations of the U.S. Treasury and U.S. Agencies, obligations of States and their political subdivisions, credit union shares, repurchase agreements, commercial paper rated within the three highest classifications by at least two standard rating services, and the Illinois Metropolitan Investment Fund.

The Illinois Metropolitan Investment Fund (IMET) is a non-for-profit investment trust formed pursuant to the Illinois Municipal Code. IMET is managed by a Board of Trustees elected from the participating members. IMET is not registered with the SEC as an Investment Company. Investments in IMET are valued at the share price, the price for which the investment could be sold.

Deposits. At year-end, the carrying amount of SWAN's deposits totaled $2,289,365 and the bank balances totaled $2,312,316. In addition, SWAN had $353,299 invested in IMET, which has an average maturity of less than one year.

Interest Rate Risk. Interest rate risk is the risk that changes in interest rates will adversely affect the fair value of an investment. SWAN minimizes this risk by structuring the investment portfolio so that securities mature to meet cash requirements for ongoing operations, thereby avoiding the need to sell securities on the open market prior to maturity and investing operation funds primarily in shorter-term securities.

Credit Risk. Credit risk is the risk that an issuer or other counterparty to an investment will not fulfill its obligations. Besides investing in security instruments authorized under State Statute, SWAN minimizes its exposure to credit risk by pre-qualifying the financial institutions, broker/dealers, intermediaries, and advisors with which SWAN will do business, and by diversifying the portfolio so that potential losses on individual securities will be minimized.

Custodial Credit Risk - Deposits. In the case of deposits, this is the risk that in the event of a bank failure, SWAN's deposits may not be returned to it. SWAN's investment policy states that all deposits are to be insured or collateralized with securities held by the pledging institutions. At June 30, 2024, the entire amount of the bank balance of deposits was covered by collateral, federal depository or equivalent insurance.

Custodial Credit Risk - Investments. For an investment, this is the risk that in the event of the failure of the counterparty, SWAN will not be able to recover the value of its investments or collateral securities that are in the possession of an outside party. SWAN's investment policy does not specifically address custodial credit risk for investments. At year end, SWAN's investment in IMET was not subject to custodial credit risk.

SYSTEM WIDE AUTOMATED NETWORK

Notes to the Financial Statements
June 30, 2024

NOTE 3 - DETAIL NOTES ON FINANCIAL STATEMENTS - Continued

DEPOSITS AND INVESTMENTS - Continued

Concentration of Credit Risk. Concentration of credit risk is the risk of loss attributed to the magnitude of SWAN's investment in a single issuer. SWAN's investment policy requires that investment be made only in securities guaranteed by the U.S. Government, or in FDIC insured institutions. Deposit accounts in banks or savings and loan institutions will not exceed the amount insured by FDIC coverage (unless adequately collateralized pursuant to Regulations of the Federal Reserve regarding custody and safekeeping of collateral). At year-end, SWAN does not have any investments over 5 percent of the total cash and investment portfolio.

CAPITAL ASSETS

The following is a summary of capital asset activity for the year:

	Beginning Balances	Increases	Decreases	Ending Balances
Depreciable Capital Assets				
Leasehold Improvements	$ 6,895	—	—	6,895
Computer Equipment	324,383	—	—	324,383
Machinery and Equipment	36,501	—	—	36,501
Lease Asset - Building	234,202	—	—	234,202
Subscription Asset - Software	1,933,499	—	—	1,933,499
	2,535,480	—	—	2,535,480
Less Accumulated Depreciation				
Leasehold Improvements	5,672	862	—	6,534
Computer Equipment	324,383	—	—	324,383
Machinery and Equipment	21,172	1,460	—	22,632
Lease Asset - Building	137,095	68,547	—	205,642
Subscription Asset - Software	669,010	669,010	—	1,338,020
	1,157,332	739,879	—	1,897,211
Total Net Capital Assets	1,378,148	(739,879)	—	638,269

Depreciation expense of $739,879 was charged to SWAN.

SYSTEM WIDE AUTOMATED NETWORK

Notes to the Financial Statements
June 30, 2024

NOTE 3 - DETAIL NOTES ON FINANCIAL STATEMENTS - Continued

LONG-TERM DEBT

Leases Payable

SWAN entered into a seven-year, non-cancelable lease agreement for a right to use office space asset beginning in March 2017 and ending in November 2024 with monthly payments of $5,785 to $7,115, including interest of 1.175%. The total right to use office space acquired under this agreement is $234,202.

Per the agreement, the landlord will provide an annual cost statement and SWAN's pro rata share of the cost is compared to the estimated rent payments made during the year. Swan will be assessed any underpayment or refunded, through future rent credits, any overpayment.

Subscriptions Payable

SWAN entered into a 60 month subscription for the use of SirsiDynix Services beginning May 1, 2020 and ending April 30, 2025. As of year-end, the value of the subscription liability is $0. SWAN is required to make annual fixed payments of $443,013. The subscription has an interest rate of 0.360%. The value of the right to use asset as of year-end of $1,250,043 with accumulated amortization of $882,383 is included with Software in the capital assets note disclosure.

SWAN entered into a 36 month subscription for the use of EBSCO Discovery Service beginning July 1, 2022 and ending June 30, 2025. An initial subscription liability was recorded in the amount of $683,456. As of year-end, the value of the subscription liability is $230,630. SWAN is required to make annual fixed payments of $231,496 to $237,308. The subscription has an interest rate of 2.850%. The value of the right to use asset as of year-end of $683,456 with accumulated amortization of $455,637 is included with Software in the capital assets note disclosure.

Long-Term Liability Activity

Changes in long-term liabilities during the fiscal year were as follows:

Type of Debt	Beginning Balances	Additions	Deductions	Ending Balances	Amounts Due within One Year
Compensated Absences	$ 109,749	26,360	13,180	122,929	24,586
Leases Payable	118,238	—	82,771	35,467	35,467
Subscriptions Payable	672,046	—	441,416	230,630	230,630
	900,033	26,360	537,367	389,026	290,683

Notes to the Financial Statements
June 30, 2024

NOTE 3 - DETAIL NOTES ON FINANCIAL STATEMENTS - Continued

LONG-TERM DEBT - Continued

Debt Service Requirements to Maturity

The annual debt service requirements to maturity, including principal and interest, are as follows:

Fiscal Year	Leases Payable Principal	Leases Payable Interest	Subscriptions Payable Principal	Subscriptions Payable Interest
2025	$ 35,467	104	230,630	6,678

NET INVESTMENT IN CAPITAL ASSETS

Net investment in capital assets was comprised of the following at year-end:

Capital Assets - Net of Accumulated Depreciation	$ 638,269
Less Capital Related Debt:	
Leases Payable	(35,467)
Subscriptions Payable	(230,630)
Net Investment in Capital Assets	372,172

NOTE 4 - OTHER INFORMATION

RISK MANAGEMENT

SWAN is exposed to various risks of loss related to torts; theft of, damage to and destruction of assets; errors and omissions; natural disasters; and injuries to SWAN's employees. These risks are covered by commercial insurance. There has been no significant reduction in coverage in any program from coverage in the prior year. For all programs, settlement amounts have not exceeded insurance coverage for the past three years.

CONTINGENT LIABILITIES

Litigation

From time to time, SWAN is party to various pending claims and legal proceedings with respect to employment, civil rights, property taxes and other matters. Although the outcome of such matters cannot be forecasted with certainty, it is the opinion of management and SWAN attorney that the likelihood is remote that any such claims or proceedings will have a material adverse effect on SWAN's financial position or results of operations.

NOTE 4 - OTHER INFORMATION - Continued

CONTINGENT LIABILITIES - Continued

Grants

Amounts received or receivable from grantor agencies are subject to audit and adjustment by grantor agencies, principally the federal government. Any disallowed claims, including amounts already collected, may constitute a liability of the applicable funds. The amount, if any, of expenditures which may be disallowed by the grantor cannot be determined at this time although SWAN expects such amounts, if any, to be immaterial.

COMMITMENTS

From July 2011 through June 2019, SWAN maintained a contract for services with the Reaching Across Illinois Library System (RAILS), a governmental entity. These services included, with some variations between contracts: administration, management, finance, human resources, bibliographic services, information technology support, use of facilities, utilities, telecommunications, vehicles, and all personnel salaries and costs. Under these agreements, SWAN either paid an amount to RAILS to partially reimburse RAILS for its contract expenditures incurred or received a support amount from RAILS to supplement the other support received.

In July 2019, this contract transitioned to an annual grant award from RAILS to SWAN, subject to an annual application and semi-annual report process. The services in the fiscal year 2024 grant agreement include use of meeting rooms, communication and collaboration opportunities and services, grant opportunities for new members, delivery services to Local Library System Automation Program (LLSAP) facility, help desk ticket system services, integrated library system (ILS) phone notification dialer co-location, and website provision and support. Under the grant, SWAN will receive payment from RAILS to supplement its other support in the total amount of $500,616 during fiscal year 2025. This agreement is cancellable by mutual written consent or by either party upon 120 days' written notice to the other party. RAILS may terminate this agreement due to the discontinuation of sufficient funding from the Illinois Secretary of State upon written notice to SWAN effective as of the date of termination or the discontinuance of such funding.

DEFINED CONTRIBUTION PLAN

SWAN provides retirement benefits for all of its full-time employees through a defined contribution plan. This plan was established with the MissionSquare (formerly ICMA-RC) plan provided by SWAN, which is a 401(a) plan, an agent multiple-employer public employee retirement system that acts as a common investment and administrative agent for state and local governments and their instrumentalities throughout the United States. In a defined contribution plan, benefits depend solely on amounts contributed to the plan plus investment earnings, SWAN's policy is such that SWAN contributes on behalf of each full-time employee 9.75% of the employee's earnings at the end of every biweekly payroll period. SWAN's contribution for fiscal year ended June 30, 2024, was $137,217.

OTHER POST-EMPLOYMENT BENEFITS

SWAN has evaluated its potential other postemployment benefits liability. Former employees who choose to retain their rights to health insurance through SWAN are required to pay 100% of the current premium. Based upon a review of census data and plan provisions, as well as minimal utilization rates, it has been determined that any liability is immaterial to the financial statements in accordance with GASB Statement No. 75, *Accounting and Financial Reporting for Post-Employment Benefits Other Than Pensions*. Additionally, SWAN provides no explicit benefit. Therefore, SWAN has not recorded a liability as of June 30, 2024.

OTHER SUPPLEMENTARY INFORMATION

SYSTEM WIDE AUTOMATED NETWORK

Schedule of Revenues, Expenses and Changes in Net Position - Budget and Actual
For the Fiscal Year Ended June 30, 2024

	Original Budget	Final Budget	Actual	Variance with Final Budget
Operating Revenues				
Fees for Services and Materials	$ 3,514,895	3,514,895	3,583,147	68,252
RAILS Support Grant	498,388	498,388	499,038	650
Reimbursements	63,000	63,000	41,624	(21,376)
Other	139,504	139,504	88,805	(50,699)
Total Operating Revenues	4,215,787	4,215,787	4,212,614	(3,173)
Operating Expenses				
Personnel	1,878,500	1,878,500	1,902,008	(23,508)
Library Materials and Supplies	1,024,300	1,024,300	398,078	626,222
Building and Grounds	129,510	129,510	49,191	80,319
Conferences, Training, and Travel	23,270	23,270	22,437	833
Professional and Contractual Services	804,955	804,955	720,975	83,980
Equipment and Software Maintenance	140,770	220,660	219,895	765
Miscellaneous	112,730	112,730	88,476	24,254
Depreciation and Amortization	2,322	2,322	739,879	(737,557)
Total Operating Expenses	4,116,357	4,196,247	4,140,939	55,308
Operating Income	99,430	19,540	71,675	52,135
Nonoperating Revenues (Expenses)				
Investment Income	20,800	20,800	84,551	63,751
Interest Expense	—	—	(2,544)	(2,544)
	20,800	20,800	82,007	61,207
Change in Net Position	120,230	40,340	153,682	113,342
Net Position - Beginning			2,707,187	
Net Position - Ending			2,860,869	

SYSTEM WIDE AUTOMATED NETWORK

Schedule of Operating Expenses - Budget and Actual
For the Fiscal Year Ended June 30, 2024

	Original Budget	Final Budget	Actual	Variance with Final Budget
Administration				
Personnel				
Salaries and Wages	$ 1,546,800	1,546,800	1,474,572	72,228
Payroll Taxes and Benefits:				
Health, Dental, Life, and Disability Insurance	192,400	192,400	177,738	14,662
Retirement Benefits and Administration	14,900	14,900	137,217	(122,317)
Other Fringe Benefits	1,500	1,500	155	1,345
Social Security Taxes	118,400	118,400	107,418	10,982
Worker's Compensation	4,500	4,500	4,908	(408)
	1,878,500	1,878,500	1,902,008	(23,508)
Library Materials and Supplies				
Computers, Software, and Supplies	1,016,300	1,016,300	393,829	622,471
General Office Supplies and Equipment	2,200	2,200	3,292	(1,092)
Postage	500	500	763	(263)
Print Materials	5,300	5,300	—	5,300
Marketing and Promotional Materials	—	—	194	(194)
	1,024,300	1,024,300	398,078	626,222
Building and Grounds				
Rent	117,300	117,300	37,554	79,746
Utilities	6,700	6,700	6,056	644
Property Insurance	650	650	642	8
Repairs and Maintenance	860	860	1,465	(605)
Custodial Service and Supplies	4,000	4,000	3,474	526
	129,510	129,510	49,191	80,319
Conferences, Training, and Travel				
Conferences and Training	6,900	6,900	5,639	1,261
Professional Development	15,570	15,570	14,980	590
Travel	800	800	1,818	(1,018)
	23,270	23,270	22,437	833
Professional and Contractual Services				
Accounting	19,160	19,160	20,160	(1,000)
Consulting	75,000	75,000	3,175	71,825
Equipment Rental	1,000	1,000	956	44
Group Purchases	452,371	452,371	479,031	(26,660)

SYSTEM WIDE AUTOMATED NETWORK

Schedule of Operating Expenses - Budget and Actual - Continued
For the Fiscal Year Ended June 30, 2024

	Original Budget	Final Budget	Actual	Variance with Final Budget
Administration - Continued				
Professional and Contractual Services - Continued				
Information Services	$ 108,600	108,600	64,315	44,285
Legal	1,500	1,500	1,226	274
Liability Insurance	11,500	11,500	11,218	282
Other Contractual Services	29,124	29,124	35,117	(5,993)
Telephone and Telecommunications	14,500	14,500	13,191	1,309
Notification and Collection	92,200	92,200	92,586	(386)
	804,955	804,955	720,975	83,980
Equipment and Software Maintenance	140,770	220,660	219,895	765
Miscellaneous				
eCommerce	45,680	45,680	43,363	2,317
Other	350	350	866	(516)
Bank Fees	3,700	3,700	2,562	1,138
Reimburse Resource Sharing	63,000	63,000	41,685	21,315
	112,730	112,730	88,476	24,254
Total Administration	4,114,035	4,193,925	3,401,060	792,865
Depreciation	2,322	2,322	70,869	(68,547)
Amortization	—	—	669,010	(669,010)
Total Depreciation and Amortization	2,322	2,322	739,879	(737,557)
Total Operating Expenses	4,116,357	4,196,247	4,140,939	55,308

SWAN Board Environmental Scan Task Force Report

Introduction

The SWAN Board took the step of obtaining member library feedback on the SWAN software platform, which was completed in April 2024. The second step within the process was to conduct an environmental scan of the offerings of the library software marketplace.

Based on the membership feedback, the areas to focus on within our scan were the ILS and analytics platforms, both of which are under contract with SirsiDynix. The primary goal of the scan is to inform the SWAN Board on how long to renew the SirsiDynix contact, and secondly, to determine if other options existed that would noticeably improve the satisfaction of member libraries with the functions of the interfaces with the ILS and analytics.

Library survey

The survey was sent out to library systems and library consortia that notably had made changes to either their ILS or discovery platform or were in the process of selecting a new ILS or OPAC. The selection was based on news announcements and the annual library technology report published in Library Journal. Seeing that SWAN recently replaced its OPAC with Aspen, we wanted to see about matching with libraries that were using Aspen Discovery, but considering other ILS, much like SWAN might do in the future.

Name of your organization	Name of your current integrated library system (ILS), or library management system (LMS) & support provider.	Name of your current discovery platform (or OPAC) & support provider.	OPAC (What is your level of satisfaction with your current system?)	ILS (What is your level of satisfaction with your current system?)	How long have you used your current ILS/LMS?	How long have you used your current discovery platform/OPAC?
Cuyahoga County Public Library	Koha (ILS) hosted by ByWater Solutions	Aspen Discovery hosted by ByWater Solutions	Very satisfied	Very satisfied	1 year	
CCS	Polaris (Innovative)	PowerPAC (Innovative)	Satisfied	Satisfied	Over 6 years	Over 6 years
Wyoming State Library	SirsiDynix Symphony	Aspen Discovery hosted by Bywater Solutions	Satisfied	Satisfied	Over 6 years	2 years
SEO Library Consortium	SirsiDynix Symphony	SirsiDynix Enterprise	Neutral	Neutral	Over 6 years	Over 6 years
Illinois Heartland Library System/SHARE	Polaris, Clarivate	Aspen, Bywater Solutions	Satisfied	Dissatisfied	Over 6 years	1 year
Pinnacle Library Cooperative	Polaris ILS, Innovative Interfaces	Polaris PowerPAC, Innovative Interfaces	Neutral	Very satisfied	Over 6 years	Over 6 years
PrairieCat	Innovative Interfaces Sierra	Innovative Interfaces Vega	Satisfied	Satisfied	Over 6 years	1 year
CLEVNET	SirsiDynix	Bywater Solutions, Aspen	Very satisfied	Satisfied	Over 6 years	1 year

We received 8 responses total to the survey. Of these we interviewed four sytems/consortia.

Interviews

Based on the survey responses, we selected three library consortia using Polaris ILS to interview and two library consortia/systems using Koha to interview. Our focus was on the interfaces used by library staff for day-to-day transactions and the reporting tool. Web-based interfaces were favored for ease of deployment, i.e., no client install, no VPN requirement, and for ease of use for primary users of the platform.

Polaris

Based on the Task Force survey feedback, our interview questions were designed to obtain information about III/Polaris data analytics, library staff interfaces, and satisfaction with vendor support.

The Polaris interfaces discussed were the following.

Leap

Leap is the name of the web-based interface that has been created for library staff to interact with the Polaris ILS.

Polaris staff client

The older Polaris Staff client is still in use by library staff and is required for Polaris administration at the consortia level.

SimplyReports

Simply Reports is a web-based interface that stands alongside the Leap interface, much in the same way that SWAN has WorkFlows, BLUEcloud Staff, and Analytics.
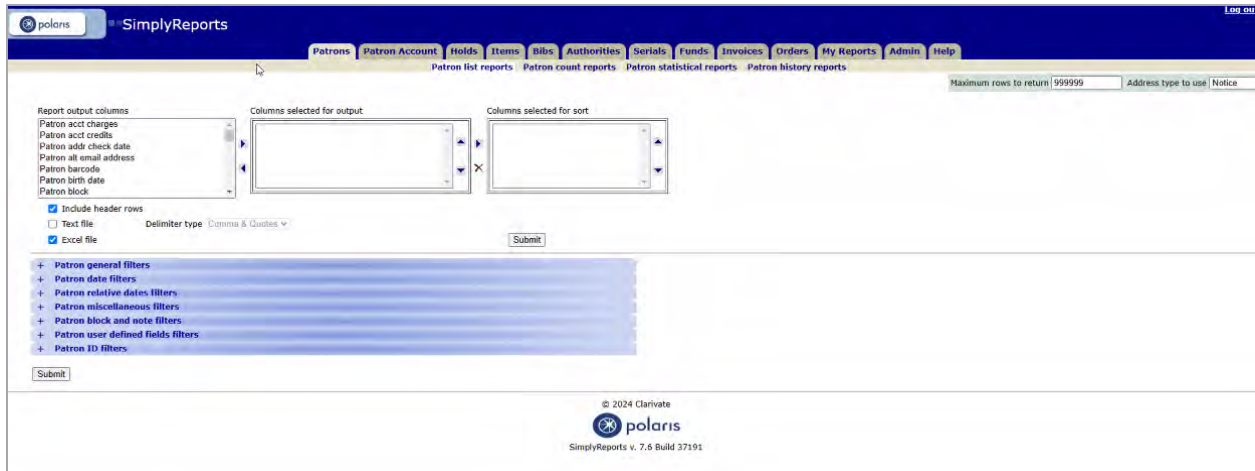
Figure 1: Polaris SimplyReports web interface

Pinnacle Library Cooperative interview

Pinnacle is six public libraries bordering on SWAN and includes Joliet Public Library and Fountaindale Public Library.

Leap for Pinnacle

The transition from the old Polaris staff client to Leap has been mostly complete by public services staff due to the more visually appealing and easier interface.

SimplyReports for Pinnacle

The report interface was demonstrated which allows staff to retrieve data by pointing and clicking on options. It requires no knowledge of SQL programming. Each staff member has their own login for access to the tool.

Analytics via Microsoft

Pinnacle staff Matt Hammermeister shared additional tools from Microsoft called Report Server that could be explored for data analytics, since the Polaris ILS utilizes a Microsoft SQL database. Other consortia interviewed after about Microsoft Report Server were unaware of the option.

Computer Cooperative System: CCS interview

CCS is an Illinois library consortium of 29 public libraries which includes Evanston, Algonquin, Northbrook Public Library among others.

Leap for CCS

Leap was the circulation interface of choice for CCS libraries during its go-live of 2018. Other library staff in cataloging roles prefer the Polaris Staff client, as the Leap interface is still undergoing development in the role of bibliographic record management.

Page **3** of **13**

SimplyReports for CCS

Reporting tools for CCS include SimplyReports, but the consortium favors a homegrown reporting platform it designed. This custom platform uses SQL queries with the Polaris ILS database. The consortium has a staff person trained to build queries using the Microsoft Structured Query Language (SQL) which are invoked by custom webpages created by CCS, e.g., circulation statistics, ILL statistics, etc.

Adding libraries in Polaris for CCS

The consortium has recently added Mt Prospect Public Library District and Waukegan Public Library. The process of loading data from the migration of those two libraries required all libraries in the consortium to run in offline mode for the duration of the data load, which took three full days to complete (September 28 – September 30, 2024). Duplication of bibliographic data occurred during the data load, so data cleanup and processing took place after the go-live of the two public libraries in CCS.

Polaris support for CCS

The consortium utilizes a dedicated support person for most issues who has the power to escalate to other Innovative Interface support team members.

CCS membership satisfaction survey results

CCS has recently completed a survey to determine membership satisfaction with their selected Polaris ILS and has issued recommendations on its contract renewal with Innovative Interface.

CCS is using the Polaris PowerPAC as its OPAC and is actively assessing a replacement of the OPAC. The CCS consortium recommends pursuing a renewal of the Polaris contract.

Survey results show good satisfaction with the Polaris staff interfaces, particularly Leap and the staff client. When compared with other in-market ILS options, the vast majority of staff find Polaris to be either equal to or better than those tools. Based on these results, CCS will pursue a renewal of our Polaris contract.

Lower satisfaction with Simply Reports and PowerPAC indicate the need to explore improvements within those tools or investigate alternate solutions.
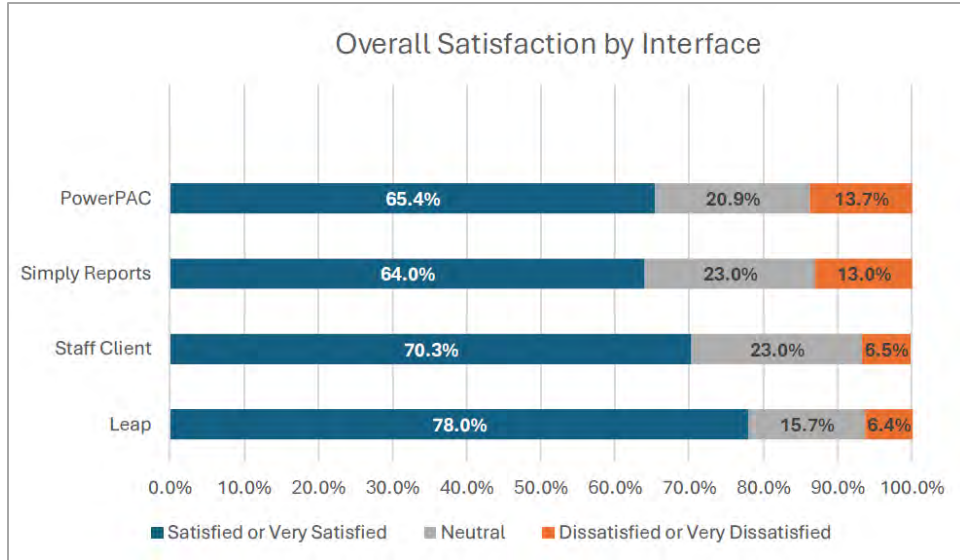
Figure 2: CCS membership satisfaction survey results by interface

For comparison, the SWAN membership satisfaction survey completed in 2024 indicated 92% satisfied or somewhat satisfied with WorkFlows, and 8% dissatisfied.
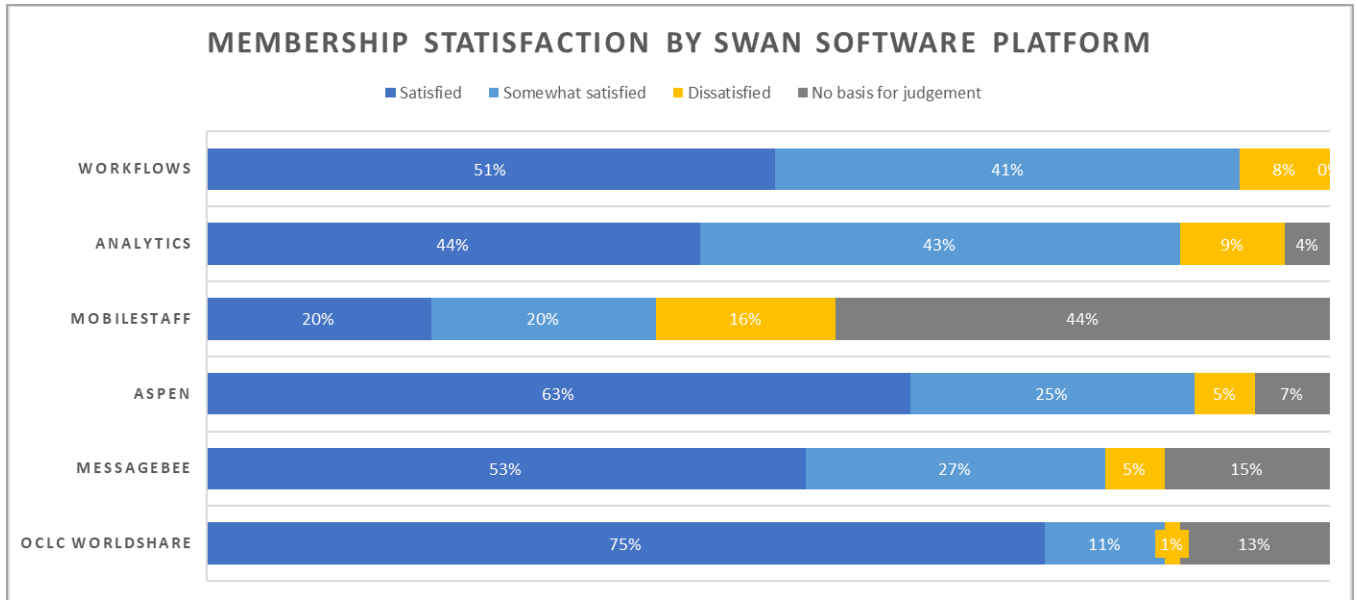
Figure 3: SWAN 2024 satisfaction survey results by platform overall

SHARE interview

SHARE is based in southern Illinois, is part of the Illinois Heartland Library System, and is the largest library consortium running Polaris in the world with 330 libraries and 608 locations. The consortium recently moved away from its Polaris PowerPAC solution for an OPAC in favor of Aspen Discovery.

The survey response from SHARE about Polaris indicated they were "dissatisfied" with the ILS. The consortium has been running on the Polaris ILS for 12 years since its inception in 2012.

Polaris staff client for SHARE

The Polaris staff client was praised for its power and flexibility, but SHARE noted it could be overwhelming for those unfamiliar with it.

Leap for SHARE

SHARE library adoption of the Leap interface from the original Polaris staff client has been slow. There are areas of frustration within Leap, such as its search function, which only works well for certain fields and requires users to know what they're searching for. Leap was described as more intuitive for day-to-day tasks, while the Polaris staff client is powerful for more advanced tasks.

SimplyReports for SHARE

Simply Reports can be powerful once staff are trained on using it effectively. There are some areas of data analysis within Simply Reports which require additional calculations outside of the delivered report.

Koha ILS & Analytics

Our investigation led us to two groups using the Koha ILS. Koha is an open-source ILS that is the most widely used ILS worldwide. Its origin is from having started as free library software created in New Zealand in 2009, and its name means "gift" in Mauri language. Koha was created for libraries and freely gifted to use and improve upon.

The Koha interface has been web-based since its inception, so all functions for staff and system administration can be found within a single interface (access defined by roles of course).

The interview questions with libraries using Koha were more general about the library staff interface, but included questions about acquisitions, cataloging, as well as reports/analytics.
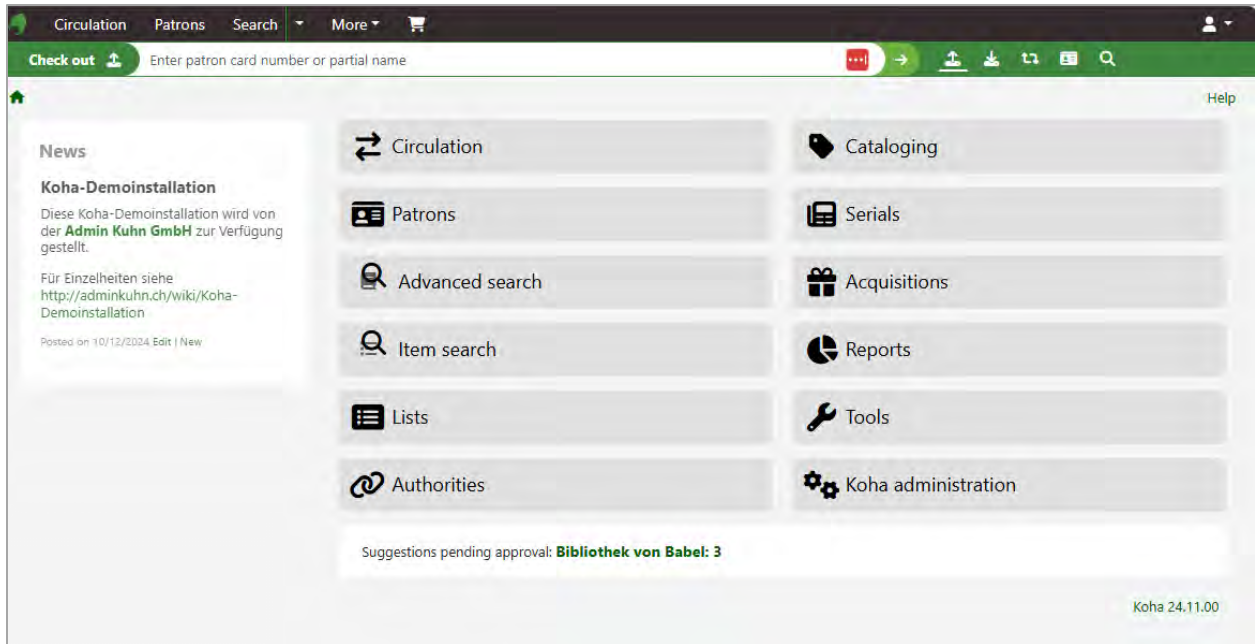
Figure 4: Koha web-based staff interface upon logging in, with various modules listed

Cuyahoga County Library Public Library interview

The Cuyahoga County Public Library is based in northern Ohio and has 27 branches. The total circulation for Cuyahoga in 2022 was 10.7 million, which for SWAN in that same year was 18.4 million. The library was using the Sierra ILS prior to switching to Koha in 2023 after a thorough RFP process.

Staff interface for Cuyahoga

The library was very positive about the Koha staff interface. The collective desire to change from the traditional vendors towards a solution that was "new and under constant revision" was expressed during the interview. Major features and improvements were long delayed or nonexistent within the previously used Sierra ILS.

Holds & requests for Cuyahoga

The Cuyahoga system led a process with its multiple branches to improve and optimized the holds matrix within Koha. The complexity of designing a new version of the matrix was embraced by the library staff in advance of the migration, which led to consolidation and simplification within the Koha implementation.

Acquisitions for Cuyahoga

The area of acquisitions was not explored in depth, being a single agency site.

Reports & analytics for Cuyahoga

Cuyahoga meticulously planned its migration from Sierra, and the number of reports required to be designed by ByWater Solutions was defined in advance. The majority of reports library staff utilize are within the Koha database. Cuyahoga does take advantage of an additional reporting tool called Metabase, which is a real-time reporting tool that queries the Koha SQL database.
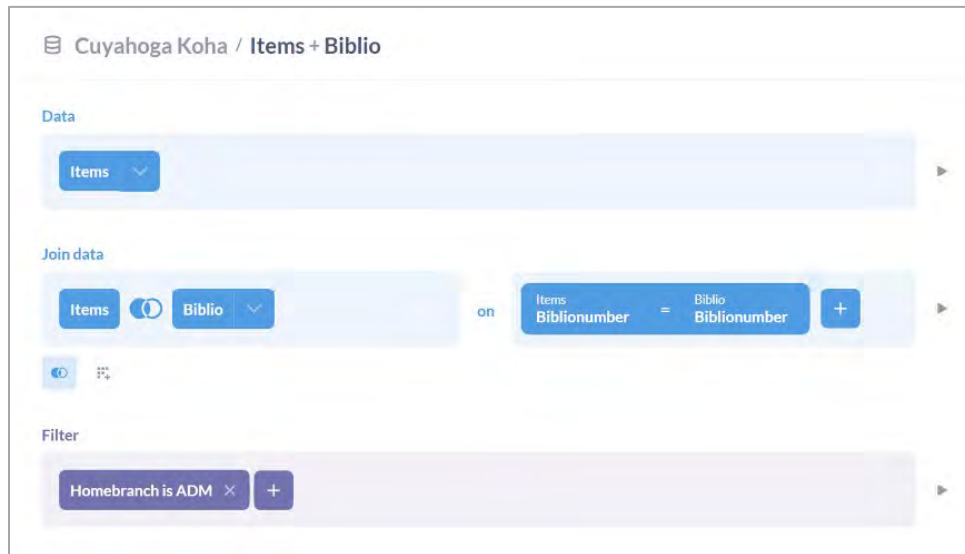
Figure 5: Koha & Metabase used by Cuyahoga

Vendor ByWater Solutions for Cuyahoga

The staff interviewed held a regard of ByWater Solutions staff that helped with the migration project and the data processing. The library contract with ByWater specified software development be completed for a bookings module, which was completed and then released to the wider Koha community.

ByWater provides hosting for the library and holds a monthly meeting with the library to discuss support and reported issues, as well as opportunities for software development.

Yavapai Library Network interview

Yavapai Library Network is based in Arizona and in 2024 migrated from Symphony ILS to Koha. The consortium had already selected Aspen Discovery and completed an RFP for a new ILS platform. The consortium serves 51 libraries and had a total circulation of 2 million in 2019.

The consortium selection process utilized an online tool for collecting responses, which may have resulted in a limited number of vendors. Innovative Interfaces did not respond to the RFP, whereas SirsiDynix and ByWater did respond.

Staff interface for Yavapai

The Koha interface is widely appreciated by Yavapai libraries. Interestingly, some of the turnover of library staff and leadership as less appreciative of the "newness" of the interface and of its need to further develop features for later release.

Holds & requests for Yavapai

Yavapai presented the holds administration within Koha and noted the complexity of its relationship of its schools, public libraries, and special libraries. There were some functions utilized by public libraries for lobby display of collections, as well as restricting of collections to new materials.

Acquisitions for Yavapai

Yavapai utilizes a blend of centralized book ordering by the consortia staff and individual library ordering. The central administrator of the acquisitions process at Yavapai had high regard for the Koha acquisition process.

Reports & analytics for Yavapai

Yavapai demonstrated that the reporting interface within Koha was sophisticated enough that they did not consider the additional reporting tool Metabase (used by Cuyahoga). The querying language of reports is SQL, and once SQL is understood, the reports can be nuanced quite effectively.

Vendor ByWater Solutions for Yavapai

The migration timeline for Yavapai was a compact six months and resulted in some issues where library defined reports were not ready for go-live. This was more of a result of the project timeline than a deficiency of the vendor ByWater Solutions.

Overall, Yavapai was more circumspect during the interview about the areas of Koha functionality, and noted some areas of Koha configuration that require additional development for consortia functions.

Software demonstrations

The software demonstrations were completed with the vendors ByWater Solutions, Innovative Interfaces, and SirsiDynix. These demonstrations were attended by the Task Force and scheduled after the interviews with libraries.

Koha ILS with ByWater Solutions

The demonstration emphasized the Koha interface's ease of use and that links within various areas of the Koha ILS interface will go directly to help menus created.

The integration between Koha and Aspen Discovery was also highlighted as a possibility and clear benefit if both are used in tandem. Title information in Koha could be displayed as links that open up directly in Aspen within the browser.

Metabase as a data anlalytics tool (used by Cuyahoga) was demonstrated and has great potential for creating visualizations and publicly available interactive usage metrics.

Polaris ILS with Innovative Interfaces, Inc.

The demonstration of Polaris Leap showed a clean, well-designed staff interface. Leap was designed to be fully responsive to various screens and mobile devices, so for example, the Polaris Leap interface will run on a tablet, which makes it possible to bring the tablet to library collections for retrieval of holds, etc.

There were two reporting platforms, SimplyReports and Polaris Report Manager—that are available directly through Innovative Interfaces. The partnership with LibraryIQ was a third web-based reporting tool option for libraries demonstrated, which integrates with the Polaris database through a data harvest.

Overall, Polaris Leap was presented as part of an overall design strategy, which was reflected in a high quality web-based interface.

BLUEcloud Staff with SirsiDynix
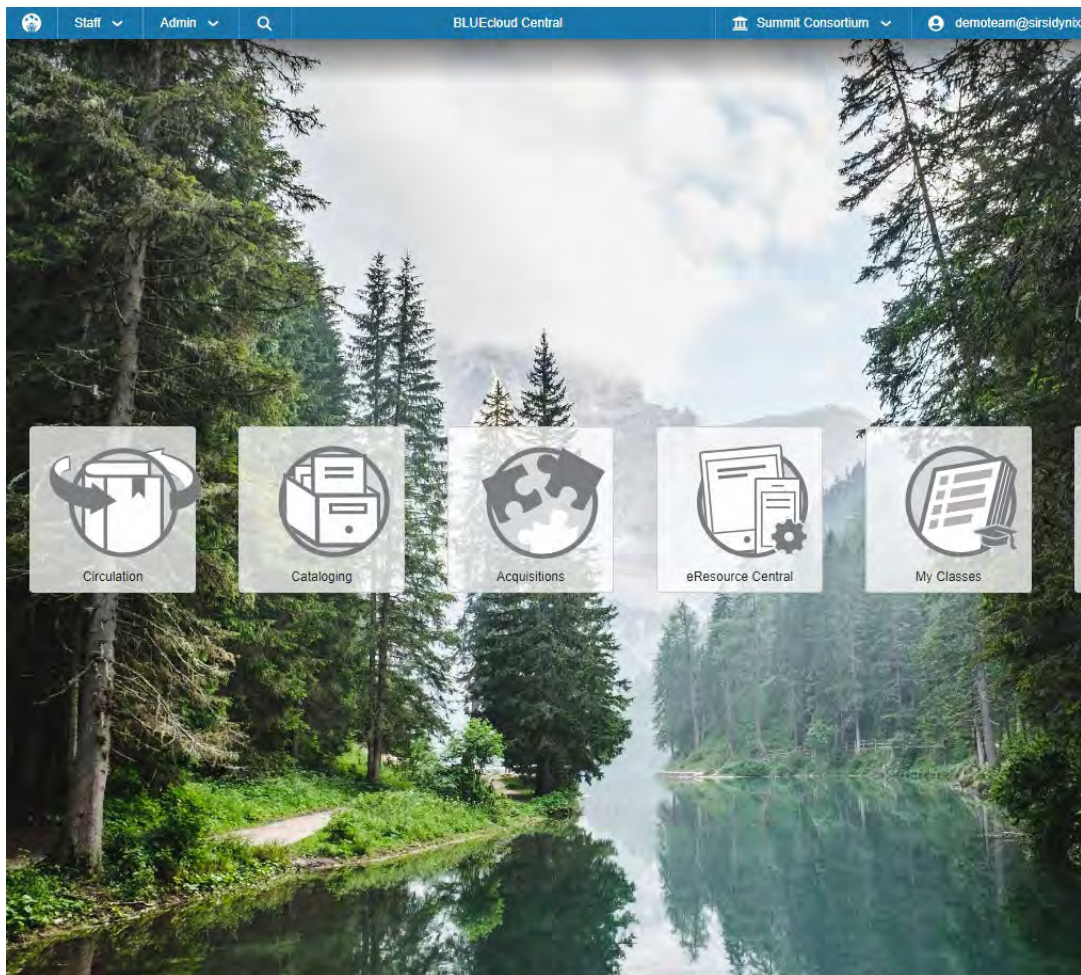
Figure 6: BLUEcloud Staff after login and displaying functions

The way BLUEcloud is conceptually constructed is to provide an easy path for libraries already using Symphony and WorkFlows to begin a transition to the new web-based interface for library staff. The data that current resides in Symphony will not have to be migrated and much of the knowledge around existing codes and named policies will be utilized within BLUEcloud Staff.
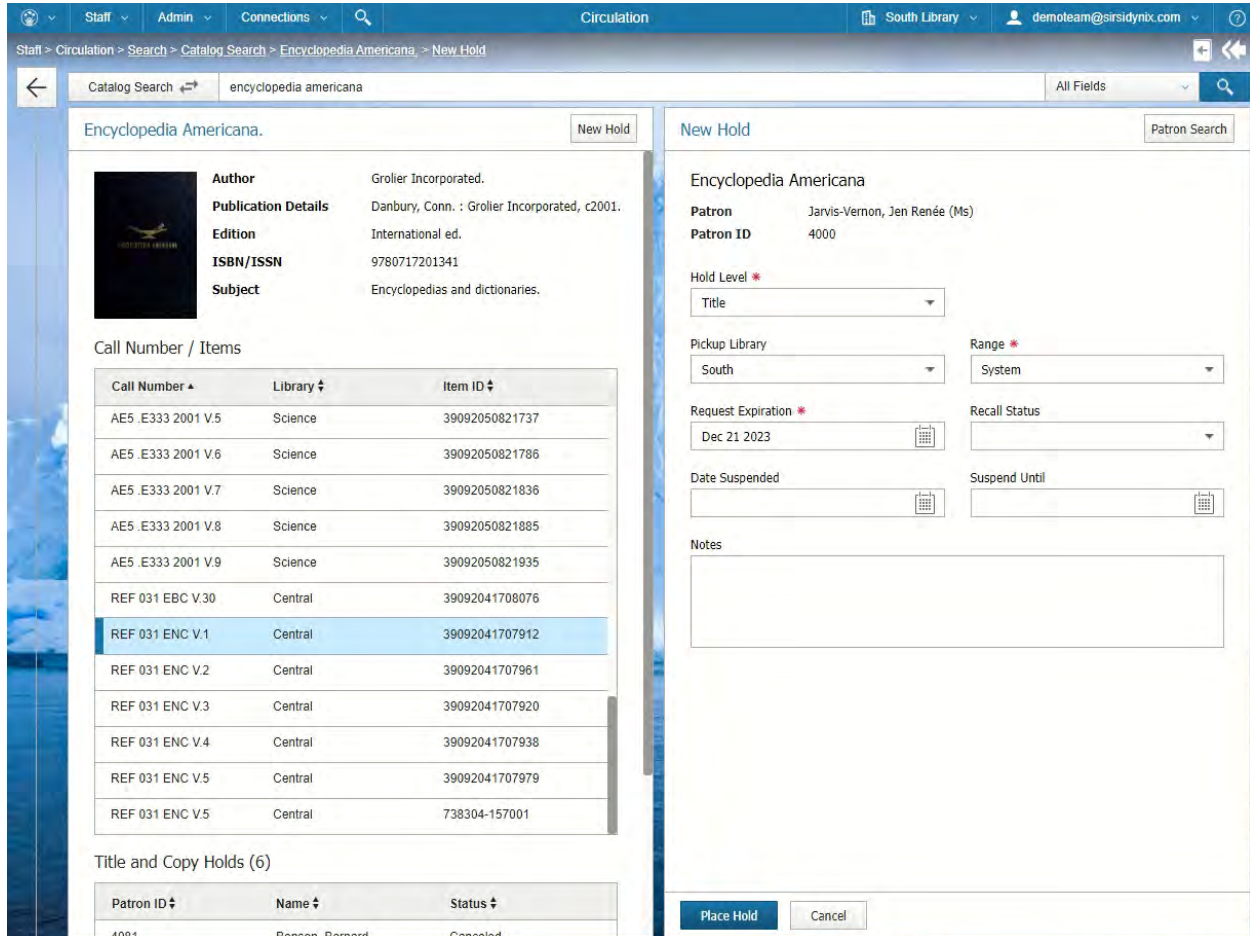
Figure 7: Placing holds in BLUEcloud

BLUEcloud Staff interface progress

The question for SWAN is "when will BLUEcloud Staff be ready to use?" The answer is not straightforward, as "it depends."

- For libraries that rely on features like digital signatures for their patron registration process, this function is not yet ready in BLUEcloud Staff.
- For libraries relying on RFID integration within their hardware and WorkFlows, this integration is not ready in BLUEcloud Staff.

Those are just two examples. As the remaining "must haves" for the interface are completed, it could be entirely possible that BLUEcloud Circulation will be ready for wide SWAN use. The continued use of WorkFlows as a client will likely remain for the foreseeable future, and both BLUEcloud and WorkFlows will by and large remain options for SWAN or individual libraries as a choice.

Conclusion

The two alternatives to the SirsiDynix solutions can be summarized as follows.

Polaris Leap and SimplyReports presents a similar path that SirsiDynix does for SWAN:

1. SWAN would contend with two interfaces for library staff usage (despite what Innovative Interfaces claims). The first being the older staff client, and the second being the newer web-based client Leap that continues to be enhanced.
2. Library analytics and reports would run within a separate web interface, SimplyReports. The interviews were mixed on the success of SimplyReports.
   a. It was easy to use by library staff.
   b. Sophistication in its ability to sum data within a consortium will be an ongoing issue.
   c. Other analytics are available to explore, such as Microsoft Reports and LibraryIQ.

Koha as a solution presents a more radical break from the status quo.

1. The Koha interface for library staff, reports, and consortia settings resides within a single interface.
2. Sophisticated reporting can exist outside of the Koha reports interface through the Metabase application, which queries the Koha ILS real-time.

SirsiDynix BLUEcloud suite is undergoing an infusion of software development starting in 2025 and its web-based solutions present the following.

1. BLUEcloud Staff will emerge as a solution for circulation functions first in 2026. The WorkFlows client will be preferred by some library staff due to its familiarity and power.
2. BLUEcloud Analytics will continue to undergo development in its administrative functions, but not necessarily simplifying the learning curve identified in SWAN's platform survey.

Recommendations

The task force recommends retaining as much flexibility as possible at this stage so that the board and membership can decide on the next step of whether to issue an RFP. We have found that there are compelling, exciting options that will help resolve some of the dissatisfaction identified in the 2024 SWAN platform survey.

The Board and SWAN staff leadership should continue to review and provide recommendations based on the 2025 platform survey results.

SWAN should request a year-to-year renewal process with SirsiDynix and emphasize the desired features needed in BLUEcloud, while retaining SWAN's ability to seek a replacement at the time of its choosing. While this may have some negative financial outcomes with annual percentage

increases within the SirsiDynix contract, the Task Force believes the alternatives are much stronger than what is currently available with BLUEcloud Staff.

Members of the Environmental Scan Task Force

Aaron Skog, SWAN Executive Director

Jennifer Cottrill, Midlothian Public Library Director

Jesse Blazek, Palos Heights Public Library Director

Anna Wassenaar, Blue Island Public Library Director

Date: **February 21, 2025**
To: **SWAN Board**
From: **Aaron Skog, Executive Director**
Re: **Aspen Discovery & LiDA support & hosting contract**

_____

The Aspen Discovery support contract with ByWater Solutions is up for May 1, 2025 renewal.

A key aspect of adopting open-source software for SWAN is the ability to have multiple options for vendor support, and as of 2025 there are three vendors to consider. I have obtained quotes from each vendor.

Vendors	Annual Cost	Aspen production	Aspen test	LiDA production	LiDA test	Software development	Monthly releases
Equinox	$24,500.00	x	x				x
Grove	$83,023.00	x	x	x	x	x	x
ByWater	$85,000.00	x	x	x	x		

Equinox has traditionally provided Aspen hosting for its customers that also have hosting of the Evergreen ILS (Equinox's core business). The company is unable to provide hosting of the SWAN Libraries + mobile application (LiDA) at this time.

Grove for Libraries can provide hosting and support for all of the current SWAN Aspen servers plus the two LiDA servers. They are committed to monthly releases of Aspen and will include software development within their support package.

ByWater Solutions' contract with SWAN was originally $102,535.00, which they have reduced by $17,535.00 but requested another three-year renewal. ByWater is seeking to reduce the number of Aspen releases to quarterly with interim monthly software bug fixes.

ByWater Solutions underwent a dramatic change in its Aspen support after key personnel left the company in July 2024 to start the independent company, Grove. ByWater has shown a commitment to supporting Aspen Discovery for the future; hiring personnel to help with support and development of the Aspen software. But the Aspen and LiDA hosting and support from ByWater is notably worse and has not shown signs of improvement over the past six months. SWAN experiences outages with Aspen and LiDA each month since July.

Recommendation

SWAN should switch hosting to Grove for Libraries for the benefits of working directly with Grove for testing and development. Grove has 15 years' expertise with Aspen that we are sorely missing under our current vendor, ByWater. SWAN switching to Grove would be a return to the stability and expert diagnosis of issues we experienced from 2021 through mid-2024. We are confident that Grove will ensure the technical specifications of our Aspen and LiDA hosting. We believe SWAN membership will benefit from the new company, Grove, to ensure continual feature development follows the priorities set by SWAN membership. The Aspen product will continue to benefit from ByWater's involvement, but what is best for SWAN libraries is a stable catalog and a vendor committed to continual improvement of its features. The combination of support and software

development with Grove will take place under a single environment, allowing us to better test both our development requests and bugfixes.

SWAN | 50
LIBRARY SERVICES | YEARS

Membership Satisfaction with SWAN Platform (closing Fri 3/14/25, one submission per library)

Dear SWAN Library Directors,

To obtain valuable and meaningful feedback from directors and front-line staff in SWAN libraries, this survey is being conducted to help gauge your satisfaction with the following products used by SWAN. The results will be reviewed by the SWAN Board and leadership.

Of interest for this year's survey is the inclusion of SWAN's Library + mobile app (LiDA: Library Aspen Discovery app). We have now had the mobile app for an entire year and obtaining your feedback is an important step for the 2025 survey.

The other products listed here include those that are Symphony WorkFlows, BLUEcloud Analytics, MessageBee, and Aspen Discovery. We have included the Illinois State Library OCLC WorldShare as well (which includes WorldCat, WorldShare ILL, etc.). Your feedback will help guide SWAN with assessing the satisfaction of these products currently under contract.

In preparation to answer this survey, please reach out to your front-line staff for specific issues you have with the below-listed products. Where appropriate, please collect screenshots and any remedies you have attempted to solve problems. To keep results manageable, we are allowing only one response per library. Feel free to designate someone other than yourself to complete the survey.

> This webform is closed. Only submission administrators are allowed to access this webform and create new submissions.

Satisfaction Rating

Please rate your satisfaction with the listed products.

Please rate your satisfaction with each of the following products

[Response required]

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No basis for judgement
WorkFlows Staff client from SirsiDynix	◯	◯	◯	◯	◯	◯
BLUEcloud Analytics Data analysis and reporting from SirsiDynix	◯	◯	◯	◯	◯	◯
MobileCirc/MobileStaff Staff tablet-based app from SirsiDynix	◯	◯	◯	◯	◯	◯
LiDA Library Discovery App, aka SWAN Libraries + mobile application	◯	◯	◯	◯	◯	◯
Aspen Discovery SWAN OPAC supported and developed with ByWater Solutions	◯	◯	◯	◯	◯	◯
MessageBee Notification platform with Unique Management Solutions	◯	◯	◯	◯	◯	◯
WorldShare ILL & WorldCat Discovery OCLC group-services for Illinois libraries, managed by SWAN	◯	◯	◯	◯	◯	◯

Your comments on the rating

[Optional]

[text box]

Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library?

[Response required]

Your comments on the overall experience rating

[Optional]

[text box]

Written feedback

Please provide written feedback on your selections. This is optional, but it will help us understand the your rating. If you would like to provide additional examples of screen captures, images, or documents, this form has the ability to upload them.

For the products for which you indicated satisfaction, please provide detailed feedback on which features of which products you appreciate.

[text box]

For the products for which you indicated dissatisfaction, please provide detailed feedback on which features of which products you find problematic. Where appropriate, please attach screenshots and share attempted solutions.

<div style="border: 1px solid; min-height: 300px;"></div>

Upload file

One file only. | 100 MB limit. | Allowed types: gif, jpg, jpeg, png, doc, docx.

Optionally include a screenshot, document, or photo of the issue. Only a single file can be uploaded, so if multiple examples are required, please incorporate those into a single document, e.g., Word.

| Choose File | No file chosen |

Your name & library

Name

(user logged in)

| Aaron Skog | ⋯ |

Library

| SWAN |

Your email

| aaron@swanlibraries.net |

Submit

System Wide Automated Network

915 Harger Road, Suite 260

Oak Brook, Illinois 60523

844-SWAN-LIB

https://www.swanlibraries.net

SWAN Administrators' & Directors' Quarterly Meeting

March 6, 2025
10:00 a.m. – 12:00 p.m.
Oak Brook Public Library
600 Oak Brook Road, Oak Brook, IL 60523
Please register in advance for access to the Zoom live stream:
https://swanlibraries-net.zoom.us/meeting/register/tZ0qc-2spj8uEtO1vX9yUP59s7WaqyVFxZd8#/registration

Agenda

1. Call to Order and Welcome

2. Public Comment

3. Introduction of New Library Directors

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

5. Information Item—Board election for 2025

6. Action Item – Approval of the fiscal year 2026 budget & membership fees

7. Discussion Item—SWAN Board Environmental Task Force report & recommendations

8. Information Item—SWAN 2025 platform survey

9. Announcements and Questions

10. Next meeting: June 6, 2024

Member Comment after each agenda item. The Quarterly Meeting will be live streamed via Zoom.