

# SWAN BOARD MEETING AGENDA

**May 23, 2025 9:30 a.m.**

**Palos Heights Public Library  
12501 South 71st Avenue  
Palos Heights, IL 60463-1595**

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 May 23, 2025 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 23, 2025 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, April 2025 (Exhibit pgs. 3-12)
  - a. Balance sheet and detail of expenditures for April 2025
  - b. Approval of the payment of bills for April 1, 2025, through April 30, 2025 in the amount of \$85,885.75

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR APRIL 1 THROUGH APRIL 30, 2025 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR APRIL 2025

5. Action Item – Acceptance of the April 18, 2025, SWAN Board Meeting Minutes (Exhibit pgs. 13-15)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 18, 2025 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Action Item – Acceptance of the April 28, 2025, SWAN Board Meeting Minutes (Exhibit pgs. 16-17)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 28, 2025 SWAN BOARD MEETING MINUTES AS PRESENTED

7. Reports
  - a. Board President Report
  - b. Executive Director Report (Exhibit pgs.18-22)
  - c. Operations Report (Exhibit pgs. 23-37)
  - d. Treasurer Report
  - e. Board Calendar (Exhibit pg. 38)
8. Action Item—Write off doubtful accounts (Exhibit pg. 39)
9. Discussion Item—SWAN Board evaluation results (Exhibit p. 40-48)
10. Discussion Item—Review SWAN Quarterly agenda draft (Exhibit pg. 49)
11. Information Item—Procedures for Executive Director evaluation
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    | Vice President | July 1, 2027 |
| Zach Musil        | Tinley Park Public Library   |                | July 1, 2027 |
| Anna Wassenaar    | Blue Island Public Library   |                | July 1, 2025 |
| Colleen Waltman   | Homewood Public Library      | Secretary      | July 1, 2025 |
| Jesse Blazek      | Palos Heights Public Library |                | July 1, 2025 |
| Samantha Johnson  | Roselle Public Library       |                | July 1, 2026 |
| Jennifer Cottrill | Midlothian Public Library    |                | July 1, 2026 |

# SWAN Library Services

## Balance Sheet

As of April 30, 2025

|  | Balance End<br>of Month              |
|--|--------------------------------------|
| <b>ASSETS</b>                                  |                                      |
| Cash and Cash Equivalents                      |                                      |
| Hinsdale Bank - Operating - 2176               | 539,730.60                           |
| Hinsdale Bank - MM - 5010                      | 2,159,522.55                         |
| IMET Funds                                     | 366,978.83                           |
| Propay Funds                                   | 42.86                                |
| Total Cash and Cash Equivalents                | <u>\$ 3,066,274.84</u>               |
| Current Assets                                 |                                      |
| Accounts Receivable                            | 376,887.29                           |
| REINT Receivable                               | -                                    |
| Other Receivables                              | -                                    |
| Deposits                                       | 23,467.08                            |
| Total Current Assets                           | <u>\$ 400,354.37</u>                 |
| 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                      | <u>\$ 14,229.21</u>                  |
| 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                             | <u>\$ 624,039.76</u>                 |
| <b>Total Assets</b>                            | <u><b>\$ 4,104,898.18</b></u>        |
| <b>LIABILITIES</b>                             |                                      |
| Current Liabilities                            |                                      |
| Library Consortia Special Interest Group Funds | 6,153.86                             |
| Accrued Payroll                                | 57,702.49                            |
| Compensated Absences                           | 122,929.42                           |
| Total Current Liabilities                      | <u>\$ 186,785.77</u>                 |
| 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                    | <u>\$ 272,755.56</u>                 |
| <b>Total Liabilities</b>                       | <u><b>\$ 459,541.33</b></u>          |
| <b>FUND BALANCE</b>                            |                                      |
| Beginning Net Assets                           |                                      |
| Unrestricted                                   | 2,893,173.82                         |
| Total Beginning Net Assets                     | <u>\$ 2,893,173.82</u>               |
| Current YTD Net Income                         | <u>\$ 752,183.03</u>                 |
| <b>Total Fund Balance</b>                      | <u><b>\$ 3,645,356.85</b></u>        |
| <b>Total Liabilities and Fund Balances</b>     | <u><u><b>\$ 4,104,898.18</b></u></u> |

# Statement of Revenue and Expenses Summary

## For the 10 Months Ended April 30, 2025

|  | <u>Month-to-Date<br/>Actual</u> | <u>Year-to-Date<br/>Actual</u> | <u>Annual<br/>Budget</u> | <u>Remaining<br/>Budget</u> | <u>% Collected<br/>Expended</u> |
|--|---------------------------------|--------------------------------|--------------------------|-----------------------------|---------------------------------|
| <b>Revenue</b>                           |                                 |                                |                          |                             |                                 |
| 4000 - Membership Fees                   | \$714,505.50                    | \$2,871,880.98                 | \$2,875,427.00           | \$ 3,546.02                 | 99.88%                          |
| 4100 - Membership Reimbursements         | -                               | 300,712.34                     | 491,375.00               | 190,662.66                  | 61.20%                          |
| 4200 - Reimbursement for Losses          | 8,222.78                        | 73,840.24                      | 98,000.00                | 24,159.76                   | 75.35%                          |
| 4300 - Grant Revenue                     | 125,153.92                      | 500,615.68                     | 500,616.00               | 0.32                        | 100.00%                         |
| 4400 - Registration & Event Receipts     | -                               | 7,560.00                       | 5,000.00                 | (2,560.00)                  | 151.20%                         |
| 4500 - Investment & Interest             | 9,126.33                        | 83,537.10                      | 83,328.00                | (209.10)                    | 100.25%                         |
| <b>Total Revenue</b>                     | <u>857,008.53</u>               | <u>3,838,146.34</u>            | <u>4,053,746.00</u>      | <u>215,599.66</u>           | <u>94.68%</u>                   |
| <b>Expenses</b>                          |                                 |                                |                          |                             |                                 |
| 5000 - Salaries & Wages                  | 119,065.90                      | 1,251,789.51                   | 1,577,736.00             | 325,946.49                  | 79.34%                          |
| 5020 - Personnel Benefits                | 37,064.23                       | 361,447.79                     | 445,419.00               | 83,971.21                   | 81.15%                          |
| 5100 - Building & Grounds                | (1,588.26)                      | 51,435.69                      | 97,410.00                | 45,974.31                   | 52.80%                          |
| 5200 - Professional Development          | 2,731.32                        | 15,352.28                      | 14,700.00                | (652.28)                    | 104.44%                         |
| 5300 - Membership Development            | -                               | 5,061.21                       | 10,750.00                | 5,688.79                    | 47.08%                          |
| 5400 - Information & Technology Services | 39,669.41                       | 899,215.66                     | 1,206,700.00             | 307,484.34                  | 74.52%                          |
| 5500 - General Office                    | 509.77                          | 4,133.11                       | 12,700.00                | 8,566.89                    | 32.54%                          |
| 5600 - Hardware & Equipment              | -                               | 1,673.14                       | 2,000.00                 | 326.86                      | 83.66%                          |
| 5700 - Insurance                         | -                               | 13,681.81                      | 11,400.00                | (2,281.81)                  | 120.02%                         |
| 5800 - Contractual Services              | 8,476.60                        | 108,947.59                     | 125,760.00               | 16,812.41                   | 86.63%                          |
| 5900 - Library Materials & Content       | 13,673.03                       | 368,793.48                     | 584,375.00               | 215,581.52                  | 63.11%                          |
| 6000 - Interest & Fees                   | 550.16                          | 4,432.04                       | 2,474.00                 | (1,958.04)                  | 179.14%                         |
| <b>Total Expenses</b>                    | <u>220,152.16</u>               | <u>3,085,963.31</u>            | <u>4,093,745.90</u>      | <u>1,007,782.59</u>         | <u>75.38%</u>                   |
| <b>Excess Revenues less Expenses</b>     | <u>\$ 636,856.37</u>            | <u>\$ 752,183.03</u>           | <u>\$ (39,999.90)</u>    | <u>\$ (792,182.93)</u>      |                                 |

# Statement of Revenue and Expenses

## For the 10 Months Ended April 30, 2025

|  | Month-to-Date<br>Actual | Year-to-Date<br>Actual | Annual<br>Budget    | Remaining<br>Budget | % Collected<br>Expended |
|--|-------------------------|------------------------|---------------------|---------------------|-------------------------|
| <b>Revenue</b>                                       |                         |                        |                     |                     |                         |
| 4010 - SWAN Full Membership Fees                     | \$ 714,505.50           | \$ 2,868,166.98        | \$ 2,871,727.00     | \$ 3,560.02         | 99.88%                  |
| 4011 - SWAN Internet Access Membership Fees          | 0.00                    | 3,714.00               | 3,700.00            | (14.00)             | 100.38%                 |
| 4190 - Member Group Purchase Receipts                | 0.00                    | 300,712.34             | 491,375.00          | 190,662.66          | 61.20%                  |
| 4220 - Reimbursement Losses for Resource Sharing     | 8,222.78                | 44,984.53              | 50,000.00           | 5,015.47            | 89.97%                  |
| 4240 - E-Commerce Transactions                       | 0.00                    | 28,855.71              | 43,000.00           | 14,144.29           | 67.11%                  |
| 4250 - Deaccession Transactions                      | 0.00                    | 0.00                   | 5,000.00            | 5,000.00            | 0.00%                   |
| 4310 - RAILS Support to SWAN                         | 125,153.92              | 500,615.68             | 500,616.00          | 0.32                | 100.00%                 |
| 4499 - Annual Conference Receipts                    | 0.00                    | 7,560.00               | 5,000.00            | (2,560.00)          | 151.20%                 |
| 4510 - Interest Income                               | 9,126.33                | 83,537.10              | 83,328.00           | (209.10)            | 100.25%                 |
| <b>Total Revenue</b>                                 | <b>857,008.53</b>       | <b>3,838,146.34</b>    | <b>4,053,746.00</b> | <b>215,599.66</b>   | <b>94.68%</b>           |
| <b>Expenses</b>                                      |                         |                        |                     |                     |                         |
| 5000 - Salaries & Wages                              | 119,065.90              | 1,251,789.51           | 1,577,736.00        | 325,946.49          | 79.34%                  |
| 5021 - FICA Expense                                  | 8,769.63                | 92,767.17              | 120,700.00          | 27,932.83           | 76.86%                  |
| 5023 - Worker's Compensation                         | 0.00                    | 0.00                   | 4,719.00            | 4,719.00            | 0.00%                   |
| 5024 - Retirement Benefits                           | 11,229.66               | 118,780.44             | 143,700.00          | 24,919.56           | 82.66%                  |
| 5025 - Health, Dental, Life And Disability Insurance | 17,031.97               | 149,545.28             | 174,800.00          | 25,254.72           | 85.55%                  |
| 5026 - Tuition Reimbursements                        | 0.00                    | 0.00                   | 1,100.00            | 1,100.00            | 0.00%                   |
| 5085 - Staff Wellness                                | 32.97                   | 354.90                 | 400.00              | 45.10               | 88.73%                  |
| 5110 - Rent/Lease                                    | (1,575.40)              | 34,248.69              | 88,000.00           | 53,751.31           | 38.92%                  |
| 5120 - Utilities                                     | 0.00                    | 5,065.18               | 4,300.00            | (765.18)            | 117.79%                 |
| 5130 - Property Insurance                            | 0.00                    | 642.00                 | 650.00              | 8.00                | 98.77%                  |
| 5140 - Repairs & Maintenance                         | (12.86)                 | 1,859.57               | 960.00              | (899.57)            | 193.71%                 |
| 5150 - Custodial Service & Supplies                  | 0.00                    | 9,620.25               | 3,500.00            | (6,120.25)          | 274.86%                 |
| 5210 - Conference Travel                             | 1,173.55                | 4,685.89               | 6,000.00            | 1,314.11            | 78.10%                  |
| 5220 - Staff Meetings                                | 37.77                   | 1,605.39               | 900.00              | (705.39)            | 178.38%                 |
| 5230 - Staff Professional Development                | 1,145.00                | 6,413.00               | 4,000.00            | (2,413.00)          | 160.33%                 |
| 5240 - Professional Association Membership Dues      | 375.00                  | 1,058.00               | 2,500.00            | 1,442.00            | 42.32%                  |
| 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                    | 1,041.71               | 800.00              | (241.71)            | 130.21%                 |
| 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                | 110.98                  | 6,425.09               | 16,800.00           | 10,374.91           | 38.24%                  |
| 5430 - Server Software Licensing                     | 36,546.41               | 140,786.90             | 121,800.00          | (18,986.90)         | 115.59%                 |
| 5440 - Library Services Platform                     | 0.00                    | 594,790.24             | 921,000.00          | 326,209.76          | 64.58%                  |
| 5450 - Data Management Services                      | 2,500.00                | 33,994.88              | 33,000.00           | (994.88)            | 103.01%                 |
| 5460 - Information Subscription Service              | 39.99                   | 78,866.31              | 75,700.00           | (3,166.31)          | 104.18%                 |
| 5470 - Subscription Support Services                 | 423.40                  | 34,368.31              | 23,200.00           | (11,168.31)         | 148.14%                 |
| 5480 - Telecommunications                            | 48.63                   | 8,650.13               | 14,500.00           | 5,849.87            | 59.66%                  |
| 5490 - Group Purchases - Services                    | 0.00                    | 1,333.80               | 700.00              | (633.80)            | 190.54%                 |
| 5510 - Office Supplies                               | 509.77                  | 2,179.07               | 2,200.00            | 20.93               | 99.05%                  |
| 5520 - Postage                                       | 0.00                    | 619.08                 | 500.00              | (119.08)            | 123.82%                 |
| 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                                     | 0.00                    | 13,681.81              | 11,400.00           | (2,281.81)          | 120.02%                 |
| 5810 - Legal   | 0.00                    | 117.50                 | 1,500.00            | 1,382.50            | 7.83%                   |
| 5820 - Accounting                                    | 1,085.00                | 19,765.00              | 19,160.00           | (605.00)            | 103.16%                 |
| 5830 - Consulting                                    | 0.00                    | 8,270.00               | 5,000.00            | (3,270.00)          | 165.40%                 |
| 5840 - Payroll Service Fees                          | 339.54                  | 3,828.33               | 4,500.00            | 671.67              | 85.07%                  |
| 5860 - Notification & Collection                     | 7,052.06                | 64,897.76              | 86,700.00           | 21,802.24           | 74.85%                  |
| SWAN Board Meeting                                   |                         |                        |                     |                     |                         |

# Statement of Revenue and Expenses

## For the 10 Months Ended April 30, 2025

|  | Month-to-Date<br>Actual  | Year-to-Date<br>Actual   | Annual<br>Budget          | Remaining<br>Budget        | % Collected<br>Expended |
|--|--------------------------|--------------------------|---------------------------|----------------------------|-------------------------|
| 5899 - Annual Conference Facility Contract | 0.00                     | 12,069.00                | 8,900.00                  | (3,169.00)                 | 135.61%                 |
| 5920 - Reimburse for Resource Sharing      | 13,673.03                | 47,528.16                | 50,000.00                 | 2,471.84                   | 95.06%                  |
| 5940 - E-Commerce Payment Transactions     | 0.00                     | 25,159.86                | 43,000.00                 | 17,840.14                  | 58.51%                  |
| 5990 - Group Purchases - Content           | 0.00                     | 296,105.46               | 491,375.00                | 195,269.54                 | 60.26%                  |
| 6010 - Bank Fees                           | 510.21                   | 4,392.09                 | 2,424.00                  | (1,968.09)                 | 181.19%                 |
| 6020 - Merchant Account Fees               | 39.95                    | 39.95                    | 50.00                     | 10.05                      | 79.90%                  |
| 6110 - Depreciation                        | 0.00                     | 0.00                     | 2,321.90                  | 2,321.90                   | 0.00%                   |
| <b>Total Expenses</b>                      | <u>220,152.16</u>        | <u>3,085,963.31</u>      | <u>4,093,745.90</u>       | <u>1,007,782.59</u>        | <u>75.38%</u>           |
| <br><b>Excess Revenues less Expenses</b>   | <br><u>\$ 636,856.37</u> | <br><u>\$ 752,183.03</u> | <br><u>\$ (39,999.90)</u> | <br><u>\$ (792,182.93)</u> |                         |

# SWAN Library Services

## Check Register

All Bank Accounts

April 2025

| Payee/Account #                        | Account Description                           | Description                            | Amount   | Check Number | Check Date | Check Amount    |
|--|---|--|----------|--------------|------------|-----------------|
| <b>Vendor Checks</b>                   |   |  |          |              |            |                 |
| Olivia Montolin                        |   |  |          | 11236        | 04/17/25   | <u>1,173.55</u> |
| 5210                                   | Conference Travel                             | Olivia Montolin -flights               | 376.96   |              |            |                 |
| 5210                                   | Conference Travel                             | Olivia Montolin - hotel stay           | 763.52   |              |            |                 |
| 5210                                   | Conference Travel                             | Olivia Montolin - Lyft ride            | 33.07    |              |            |                 |
| Unique Integrated Communications, Inc. |   |  |          | 11237        | 04/17/25   | <u>8,947.06</u> |
| 5860                                   | Notification & Collection                     | UMS - March MessageBee                 | 6,690.50 |              |            |                 |
| 5860                                   | Notification & Collection                     | UMS - Feb. remainder due on MessageBee | 1,895.00 |              |            |                 |
| 5860                                   | Notification & Collection                     | UMS- March Notices                     | 361.56   |              |            |                 |
| Wellness Insurance Network-WIN         |   |  |          | 11238        | 04/17/25   | <u>167.68</u>   |
| 5025                                   | Health, Dental, Life And Disability Insurance | Wellness Insurance Network-WIN - April | 167.68   |              |            |                 |
| Addison Public Library                 |   |  |          | 11240        | 04/24/25   | <u>974.62</u>   |
| 5920                                   | Reimburse for Resource Sharing                | Addison Public Library                 | 974.62   |              |            |                 |
| Alsip-Merrionette Park Public Library  |   |  |          | 11241        | 04/24/25   | <u>435.00</u>   |
| 5920                                   | Reimburse for Resource Sharing                | Alsip-Merrionette Park Public Library  | 435.00   |              |            |                 |
| Batavia Public Library                 |   |  |          | 11242        | 04/24/25   | <u>244.08</u>   |
| 5920                                   | Reimburse for Resource Sharing                | Batavia Public Library                 | 244.08   |              |            |                 |
| Bedford Park Public Library District   |   |  |          | 11243        | 04/24/25   | <u>138.00</u>   |
| 5920                                   | Reimburse for Resource Sharing                | Bedford Park Public Library District   | 138.00   |              |            |                 |
| Beecher Community Library District     |   |  |          | 11244        | 04/24/25   | <u>67.01</u>    |
| 5920                                   | Reimburse for Resource Sharing                | Beecher Community Library District     | 67.01    |              |            |                 |
| Bellwood Public Library                |   |  |          | 11245        | 04/24/25   | <u>196.10</u>   |
| 5920                                   | Reimburse for Resource Sharing                | Bellwood Public Library                | 196.10   |              |            |                 |
| Bensenville EL School District # 2     |   |  |          | 11246        | 04/24/25   | <u>67.00</u>    |
| 5920                                   | Reimburse for Resource Sharing                | Bensenville EL School District # 2     | 67.00    |              |            |                 |

# SWAN Library Services

## Check Register

All Bank Accounts

April 2025

| Payee/Account #                    | Account Description            | Description                        | Amount | Check Number | Check Date   | Check Amount  |
|------------------------------------|--------------------------------|------------------------------------|--------|--------------|--------------|---------------|
| Berkeley Public Library            |                                |                                    |        | 11247        | 04/24/25     | <u>351.00</u> |
| 5920                               | Reimburse for Resource Sharing | Berkeley Public Library            | 351.00 |              |              |               |
| Bloomington Public Library         |                                |                                    |        | 11248        | 04/24/25     | <u>323.15</u> |
| 5920                               | Reimburse for Resource Sharing | Bloomington Public Library         | 323.15 |              |              |               |
| Blue Island Public Library         |                                |                                    |        | 11249        | 04/24/25     | <u>80.83</u>  |
| 5920                               | Reimburse for Resource Sharing | Blue Island Public Library         | 80.83  |              |              |               |
| Bridgeview Public Library          |                                |                                    |        | 11250        | 04/24/25     | <u>185.08</u> |
| 5920                               | Reimburse for Resource Sharing | Bridgeview Public Library          | 185.08 |              |              |               |
| Calumet City Public Library        |                                |                                    |        | 11251        | 04/24/25     | <u>562.53</u> |
| 5920                               | Reimburse for Resource Sharing | Calumet City Public Library        | 562.53 |              |              |               |
| Chicago Heights Public Library     |                                |                                    |        | 11252        | 04/24/25     | <u>63.04</u>  |
| 5920                               | Reimburse for Resource Sharing | Chicago Heights Public Library     | 63.04  |              |              |               |
| Crestwood Public Library District  |                                |                                    |        | 11253        | 04/24/25     | <u>95.00</u>  |
| 5920                               | Reimburse for Resource Sharing | Crestwood Public Library District  | 95.00  |              |              |               |
| Eisenhower Public Library District |                                |                                    |        | 11254        | 04/24/25     | <u>701.89</u> |
| 5920                               | Reimburse for Resource Sharing | Eisenhower Public Library District | 701.89 |              |              |               |
| Flossmoor Public Library           |                                |                                    |        | 11255        | 04/24/25     | <u>192.88</u> |
| 5920                               | Reimburse for Resource Sharing | Flossmoor Public Library           | 192.88 |              |              |               |
| Glenside Public Library            |                                |                                    |        | 11256        | 04/24/25     | <u>318.50</u> |
| 5920                               | Reimburse for Resource Sharing | Glenside Public Library            | 318.50 |              |              |               |
| Justice Public Library District    |                                |                                    |        | 11257        | 04/24/25     | <u>145.88</u> |
| 5920                               | Reimburse for Resource Sharing | Justice Public Library District    | 145.88 |              |              |               |
| Kaneville Public Library District  |                                |                                    |        | 11258        | 04/24/25     | <u>86.12</u>  |
| 5920                               | Reimburse for Resource Sharing | Kaneville Public Library District  | 86.12  |              |              |               |
| La Grange Public Library           |                                |                                    |        | 11259        | 04/24/25     | <u>289.55</u> |
| SWAN Board Meeting                 |                                | Exhibit pg. 8 of 49                |        |              | May 23, 2025 |               |



**SWAN Library Services****Check Register**

All Bank Accounts

April 2025

| <b>Payee/Account #</b>                     | <b>Account Description</b>     | <b>Description</b>                         | <b>Amount</b> | <b>Check Number</b> | <b>Check Date</b> | <b>Check Amount</b> |
|--|--------------------------------|--|---------------|---------------------|-------------------|---------------------|
| 5920                                       | Reimburse for Resource Sharing | La Grange Public Library                   | 289.55        |                     |                   |                     |
| Lansing Public Library                     |                                |  |               | 11260               | 04/24/25          | <u>38.71</u>        |
| 5920                                       | Reimburse for Resource Sharing | Lansing Public Library                     | 38.71         |                     |                   |                     |
| Lyons Public Library                       |                                |  |               | 11261               | 04/24/25          | <u>8.99</u>         |
| 5920                                       | Reimburse for Resource Sharing | Lyons Public Library                       | 8.99          |                     |                   |                     |
| Matteson Public Library                    |                                |  |               | 11262               | 04/24/25          | <u>57.32</u>        |
| 5920                                       | Reimburse for Resource Sharing | Matteson Public Library                    | 57.32         |                     |                   |                     |
| McCook Public Library District             |                                |  |               | 11263               | 04/24/25          | <u>69.95</u>        |
| 5920                                       | Reimburse for Resource Sharing | McCook Public Library District             | 69.95         |                     |                   |                     |
| Melrose Park Public Library                |                                |  |               | 11264               | 04/24/25          | <u>69.00</u>        |
| 5920                                       | Reimburse for Resource Sharing | Melrose Park Public Library                | 69.00         |                     |                   |                     |
| Messenger Public Library of North Aurora   |                                |  |               | 11265               | 04/24/25          | <u>128.68</u>       |
| 5920                                       | Reimburse for Resource Sharing | Messenger Public Library of North Aurora   | 128.68        |                     |                   |                     |
| Midlothian Public Library                  |                                |  |               | 11266               | 04/24/25          | <u>89.02</u>        |
| 5920                                       | Reimburse for Resource Sharing | Midlothian Public Library                  | 89.02         |                     |                   |                     |
| Nancy L. McConathy Public Library District |                                |  |               | 11267               | 04/24/25          | <u>126.00</u>       |
| 5920                                       | Reimburse for Resource Sharing | Nancy L. McConathy Public Library District | 126.00        |                     |                   |                     |
| North Riverside Public Library District    |                                |  |               | 11268               | 04/24/25          | <u>87.12</u>        |
| 5920                                       | Reimburse for Resource Sharing | North Riverside Public Library District    | 87.12         |                     |                   |                     |
| Northlake Public Library District          |                                |  |               | 11269               | 04/24/25          | <u>83.32</u>        |
| 5920                                       | Reimburse for Resource Sharing | Northlake Public Library District          | 83.32         |                     |                   |                     |
| Oak Lawn Public Library                    |                                |  |               | 11270               | 04/24/25          | <u>1,066.81</u>     |
| 5920                                       | Reimburse for Resource Sharing | Oak Lawn Public Library                    | 1,066.81      |                     |                   |                     |

# SWAN Library Services

## Check Register

All Bank Accounts

April 2025

| Payee/Account #                     | Account Description            | Description                         | Amount   | Check Number | Check Date | Check Amount    |
|-------------------------------------|--------------------------------|-------------------------------------|----------|--------------|------------|-----------------|
| Oak Park Public Library             |                                |                                     |          | 11271        | 04/24/25   | <u>3,696.53</u> |
| 5920                                | Reimburse for Resource Sharing | Oak Park Public Library             | 3,696.53 |              |            |                 |
| Palos Heights Public Library        |                                |                                     |          | 11272        | 04/24/25   | <u>51.12</u>    |
| 5920                                | Reimburse for Resource Sharing | Palos Heights Public Library        | 51.12    |              |            |                 |
| Palos Park Public Library           |                                |                                     |          | 11273        | 04/24/25   | <u>60.01</u>    |
| 5920                                | Reimburse for Resource Sharing | Palos Park Public Library           | 60.01    |              |            |                 |
| River Grove Public Library District |                                |                                     |          | 11274        | 04/24/25   | <u>106.60</u>   |
| 5920                                | Reimburse for Resource Sharing | River Grove Public Library District | 106.60   |              |            |                 |
| Riverside Public Library            |                                |                                     |          | 11275        | 04/24/25   | <u>127.20</u>   |
| 5920                                | Reimburse for Resource Sharing | Riverside Public Library            | 127.20   |              |            |                 |
| Schiller Park Public Library        |                                |                                     |          | 11276        | 04/24/25   | <u>133.55</u>   |
| 5920                                | Reimburse for Resource Sharing | Schiller Park Public Library        | 133.55   |              |            |                 |
| South Holland Public Library        |                                |                                     |          | 11277        | 04/24/25   | <u>842.06</u>   |
| 5920                                | Reimburse for Resource Sharing | South Holland Public Library        | 842.06   |              |            |                 |
| St. Charles Public Library District |                                |                                     |          | 11278        | 04/24/25   | <u>355.13</u>   |
| 5920                                | Reimburse for Resource Sharing | St. Charles Public Library District | 355.13   |              |            |                 |
| Sugar Grove Public Library District |                                |                                     |          | 11279        | 04/24/25   | <u>62.46</u>    |
| 5920                                | Reimburse for Resource Sharing | Sugar Grove Public Library District | 62.46    |              |            |                 |
| Summit Public Library District      |                                |                                     |          | 11280        | 04/24/25   | <u>103.86</u>   |
| 5920                                | Reimburse for Resource Sharing | Summit Public Library District      | 103.86   |              |            |                 |
| The Theosophical Society in America |                                |                                     |          | 11281        | 04/24/25   | <u>35.00</u>    |
| 5920                                | Reimburse for Resource Sharing | The Theosophical Society in America | 35.00    |              |            |                 |
| Thomas Ford Memorial Library        |                                |                                     |          | 11282        | 04/24/25   | <u>43.53</u>    |
| 5920                                | Reimburse for Resource Sharing | Thomas Ford Memorial Library        | 43.53    |              |            |                 |

# SWAN Library Services

## Check Register

All Bank Accounts

April 2025

| Payee/Account #                         | Account Description                      | Description                                     | Amount   | Check Number | Check Date | Check Amount    |
|---|--|---|----------|--------------|------------|-----------------|
| Thornton Public Library                 |  |   |          | 11283        | 04/24/25   | <u>97.00</u>    |
| 5920                                    | Reimburse for Resource Sharing           | Thornton Public Library                         | 97.00    |              |            |                 |
| Tinley Park Public Library              |  |   |          | 11284        | 04/24/25   | <u>14.61</u>    |
| 5920                                    | Reimburse for Resource Sharing           | Tinley Park Public Library                      | 14.61    |              |            |                 |
| Town & Country Public Library District  |  |   |          | 11285        | 04/24/25   | <u>23.32</u>    |
| 5920                                    | Reimburse for Resource Sharing           | Town & Country Public Library District          | 23.32    |              |            |                 |
| University Park Public Library District |  |   |          | 11286        | 04/24/25   | <u>9.60</u>     |
| 5920                                    | Reimburse for Resource Sharing           | University Park Public Library District         | 9.60     |              |            |                 |
| Wood Dale Public Library District       |  |   |          | 11287        | 04/24/25   | <u>334.42</u>   |
| 5920                                    | Reimburse for Resource Sharing           | Wood Dale Public Library District               | 334.42   |              |            |                 |
| Woodridge Public Library                |  |   |          | 11288        | 04/24/25   | <u>234.85</u>   |
| 5920                                    | Reimburse for Resource Sharing           | Woodridge Public Library                        | 234.85   |              |            |                 |
| First Bankcard                          |  |   |          | Credit Card  | 04/14/25   | <u>9,797.04</u> |
| 5140                                    | Repairs & Maintenance                    | First Bankcard - Imperial Surveillance          | 185.85   |              |            |                 |
| 5140                                    | Repairs & Maintenance                    | First Bankcard - Nest labs credit               | -198.71  |              |            |                 |
| 5220                                    | Staff Meetings                           | First Bankcard - Mariano's                      | 12.25    |              |            |                 |
| 5220                                    | Staff Meetings                           | First Bankcard - Dunkin Donuts                  | 25.52    |              |            |                 |
| 5230                                    | Staff Professional Development           | First Bankcard - ICOLC registration - Brandwein | 720.00   |              |            |                 |
| 5230                                    | Staff Professional Development           | First Bankcard - COSUGI - Brandwein             | 425.00   |              |            |                 |
| 5240                                    | Professional Association Membership Dues | First Bankcard - ILA membership - Skog          | 250.00   |              |            |                 |
| 5240                                    | Professional Association Membership Dues | First Bankcard - ALA membership - Skog          | 125.00   |              |            |                 |
| 5420                                    | Application Software Licensing           | First Bankcard - Mailchimp                      | 54.00    |              |            |                 |
| 5420                                    | Application Software Licensing           | First Bankcard - NO-IP                          | 56.98    |              |            |                 |
| 5430                                    | Server Software Licensing                | First Bankcard - Netgate                        | 129.00   |              |            |                 |
| 5430                                    | Server Software Licensing                | First Bankcard - DNS Made Easy                  | 588.80   |              |            |                 |
| 5430                                    | Server Software Licensing                | First Bankcard - Microsoft Azure                | 6,073.61 |              |            |                 |

# SWAN Library Services

## Check Register

All Bank Accounts

April 2025

| Payee/Account #                      | Account Description                           | Description                                | Amount    | Check Number | Check Date | Check Amount            |
|--------------------------------------|---|--|-----------|--------------|------------|-------------------------|
| 5430                                 | Server Software Licensing                     | First Bankcard - Microsoft calling plan    | 288.00    |              |            |                         |
| 5460                                 | Information Subscription Service              | First Bankcard - Noun Project              | 39.99     |              |            |                         |
| 5470                                 | Subscription Support Services                 | First Bankcard - Sendgrid                  | 289.00    |              |            |                         |
| 5470                                 | Subscription Support Services                 | First Bankcard - Micro.com                 | 134.40    |              |            |                         |
| 5480                                 | Telecommunications                            | First Bankcard - Grasshopper               | 48.63     |              |            |                         |
| 5510                                 | Office Supplies                               | First Bankcard - Home Depot                | 99.97     |              |            |                         |
| 5510                                 | Office Supplies                               | First Bankcard - Home Depot                | 11.46     |              |            |                         |
| 5510                                 | Office Supplies                               | First Bankcard - Deluxe envelopes          | 223.64    |              |            |                         |
| 5510                                 | Office Supplies                               | First Bankcard - Amazon                    | 62.68     |              |            |                         |
| 5510                                 | Office Supplies                               | First Bankcard - Amazon                    | 14.14     |              |            |                         |
| 5510                                 | Office Supplies                               | First Bankcard - Amazon                    | 49.50     |              |            |                         |
| 5510                                 | Office Supplies                               | First Bankcard - Amazon                    | 48.38     |              |            |                         |
| 6020                                 | Merchant Account Fees                         | First Bankcard - Propay                    | 39.95     |              |            |                         |
| HiQuest                              |   |  |           | HiQuest      | 04/28/25   | <u>29,467.00</u>        |
| 5430                                 | Server Software Licensing                     | HiQuest                                    | 29,467.00 |              |            |                         |
| Lauterbach & Amen, LLP               |   |  |           | Lauterbach   | 04/28/25   | <u>1,085.00</u>         |
| 5820                                 | Accounting                                    | Lauterbach & Amen, LLP - April             | 1,085.00  |              |            |                         |
| LIMRiCC                              |   |  |           | LIMRiCC      | 04/28/25   | <u>20,582.83</u>        |
| 5025                                 | Health, Dental, Life And Disability Insurance | LIMRiCC - May                              | 20,582.83 |              |            |                         |
| Reliance Standard Life Insurance Co. |   |  |           | RSLI         | 04/28/25   | <u>992.56</u>           |
| 5025                                 | Health, Dental, Life And Disability Insurance | Reliance Standard Life Insurance Co. - May | 992.56    |              |            |                         |
| <b>Check List Total</b>              |   |  |           |              |            | <u><u>85,885.75</u></u> |

# SWAN BOARD MEETING MINUTES

April 18, 2025, 9:30 a.m.

Roselle Public Library

40 South Park St.

Roselle, IL 60172

## 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 (arrived at 9:39 a.m.)
- 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

Ginny Blake, SWAN Business Manager

Scott Brandwein, SWAN Assistant Director

Ted Bodewes, Director -Thomas Ford Memorial Library

John Rimer, Access Services Department Manager- Roselle Public Library

There was no public comment.

## 3. Action Item

Acceptance of April 18, 2025, SWAN Board Meeting Agenda

Waltman moved, seconded by Johnson that it be

RESOLVED THAT THE SWAN BOARD ACCEPTS THE APRIL 18, 2025, SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by unanimous voice vote.

## 4. Action Item

Approval of the SWAN Financials, March 2025

Musil moved, seconded by Johnson that it be

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

Motion carried by roll call vote with the following results:

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

**5. Action Item**

Acceptance of March 21, 2025, SWAN Board Meeting Minutes

Wassenaar moved, seconded by Musil that it be

RESOLVED THAT THE SWAN BOARD ACCEPTS THE MARCH 21, 2025, SWAN BOARD MEETING MINUTES AS AMENDED

Motion carried by unanimous voice vote.

**6. Information – Illinois State Library Advisory Committee (ISLAC)**

Ted Bodewes gave an ISLAC update to the board. The advisory body met in November and reviewed the funded Illinois library services and grants programs and was asked to provide feedback on priorities of those programs. ISLAC continues to meet with the Illinois State Library and updates to the SWAN Board by Ted will continue.

**7. Reports**

**a. Board President Report**

None

**b. Executive Report**

Skog reviewed the Executive Director Report as reported in the board packet. Skog updated the board on his visit to SirsiDynix at the COSUGI conference in Milwaukee, Wisconsin. The agreement document will be ready the following week. The board agreed to have a special meeting to review and approve the SirsiDynix contract.

**Operations Report**

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

**c. Treasurers Report**

None

**d. Board Calendar**

The Board calendar was reviewed.

**8. Discussion Item – Platform satisfaction survey 2025 responses**

Skog gave an overview of the Platform satisfaction survey. The analysis and recommendations will be included in the June 5, 2025 SWAN Quarterly meeting with library directors.

**9. Discussion Item – SWAN statement/press release regarding IMLS**

The SWAN statement/press release regarding IMLS funding was reviewed with a few changes recommended.

**10. Discussion Item – Review Board self-evaluation survey**

The board reviewed the self-evaluation survey with a few changes to be made.

**11. Adjournment**

Cottrill adjourned the meeting at 11:31 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

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Jesse Blazek  
Board Secretary

# SWAN BOARD SPECIAL MEETING MINUTES

April 28, 2025, 1:00 p.m.  
SWAN Headquarters  
915 Harger Road, Suite 260  
Oak Broo, IL 60523

## 1. Call to Order, Roll Call

President Cottrill called the meeting to order at 1:05 p.m. The following Board members were present to establish a quorum.

- A. Dawn Bussey (arrived at 1:15 p.m.)
- B. Jesse Blazek
- 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  
Ginny Blake, SWAN Business Manager  
Scott Brandwein, SWAN Assistant Director

There was no public comment.

## 3. Action Item

Acceptance of SirsiDynix agreement

Blazek moved, seconded by Wassenaar that it be

RESOLVED THAT THE SWAN BOARD ACCEPTS THE SIRSIDYNIX CONTRACT 2025  
RENEWAL AS PRESENTED

Discussion about the contract details included a review of the budget line impact for FY26 and the increase in FY27 SWAN budget. The FY27 financial audit and the GASB 96 Common Subscription Agreement for software-based technology arrangement was noted to also impact the recording of expenses based on prior SWAN financial audits. SWAN staff will arrange quarterly check-ins with SirsiDynix to review its list of BLUEcloud Staff features prioritized in the contract.

Motion carried by roll call vote with the following results:

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



Cottrill adjourned the meeting at 1:31 p.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

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Jesse Blazek  
Board Secretary

# SWAN Executive Director Report

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*May 23, 2025*

## Update on activities

### CD investment research

Ginny and I held a meeting with Hinsdale Bank Wintrust to discuss the option of utilizing collateral deposits. The current rates for a CD are experiencing an inverted yield, so we do not recommend using a CD at this time. The rates provided are below which we will monitor and bring a recommendation to the SWAN Board when the rates are more favorable.

| Term | Rate   | APY   |
|------|--------|-------|
| 3m   | 4.121% | 4.20% |
| 6m   | 3.928% | 4.00% |
| 9m   | 3.784% | 3.85% |
| 12m  | 3.687% | 3.75% |
| 18m  | 3.445% | 3.50% |
| 24m  | 3.445% | 3.50% |
| 36m  | 2.960% | 3.00% |
| 48m  | 2.960% | 3.00% |
| 60m  | 2.960% | 3.00% |

Wintrust MaxSafe Public Funds Money Market rate for deposits under \$2.5 Million is 4.411% annual percentage yield which is the same as the Illinois Funds rate. The MaxSafe category of \$2.5 Million & higher is at 4.461% APY because Wintrust adds 0.05 base percentage points.

SWAN's MoneyMarket is \$2,159,522.55 per the April 30, 2025 balance sheet.

### RAILS Consortia Committee meeting

The committee meeting took place on Monday, April 21 at 10 a.m. The discussion primarily was an update on the IMLS grants to states program, and the expected funding for RAILS in FY26 (July 1, 2025 start). The application from the State Library has not been sent to RAILS or IHLS, but level funding is planned. RAILS noted its reserve fund can be used if needed. The impact of a funding cut for a service organization like RAILS would fall heavily on its staffing. The statewide EBSCO database package is expected to be one of the priorities of the Secretary of State, which originally intended to provide the research databases for 10 years. The RAILS Consortia Committee meeting documents are available on the [RAILS website for the committee](#).

### ICOLC Conference

The International Coalition of Library Consortia held its annual North American conference and it was hosted by CARLI, RAILS, and IHLS in Chicago. The event took place over two and a half days with presentations by various library consortia on the topics of AI in libraries, web accessibility standards, BIBFRAME, and two resource sharing projects.

The topic of AI usage with libraries has led to a SWAN staff discussion about some introduction and training with staff and eventually adopting an employee policy on the use of AI. We are strategizing on next steps with SWAN staff as we plan for an in-service day later this year.

The presentations on resource sharing were led by the MOBIUS consortium in Missouri and the New York consortium IDS Project. These were two independent projects for resource sharing between independent ILS platforms, similar to AutoGraphics ShareIT (which is what RAILS uses for Find More Illinois) or OCLC ILLiad solutions, except these are library open-source projects with library and vendor collaboration. These projects are worth monitoring as they develop.

### **SWAN Expo 2025**

The sessions and registration for August 22<sup>nd</sup> SWAN Expo will be shared in the first week of June. The keynote speaker will be John Chrastka from the EveryLibrary Institute who will present on the current issues impacting public libraries.

We received session proposals from member libraries and have accepted three sessions. The Chicago Public Library will present an update on its efforts to provide library services to newly arrived immigrants in Chicago. SWAN staff will present on a number of topics, such as the statewide EBSCO research database package for public libraries, SWAN's online learning platform, and online patron registration (anticipating a July 2025 go-live).

## **Board considerations**

### **Unpaid invoices write-off**

Included in the meeting packet for the May 23, 2025 SWAN Board meeting is a recommendation to the write-off SWAN issued invoices that are outstanding. This will not include any SWAN membership fee invoices. Currently there is only one unpaid invoice to Phoenix Public Library.

## **Monthly Financial Report**

### **April Balance Sheet**

The Fund Balance Unrestricted line for April is \$2,893,173.82 which 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 83% 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 three quarters.

|                       | FY25 Budget          | Ending April 2025   | Percentage of budget YTD 83% |
|-----------------------|----------------------|---------------------|------------------------------|
| <b>Total Revenue</b>  | \$4,053,746.00       | \$3,838,146.34      | 95%                          |
| <b>Total Expenses</b> | \$4,093,745.90       | \$3,085,963.31      | 75%                          |
| <b>Over / (Under)</b> | <b>(\$39,999.90)</b> | <b>\$752,183.03</b> |                              |

### Accounts Receivable

4010 - SWAN Full Membership Fees: 99.88%

Fourth quarter invoices were sent out in April 2025, reflecting 99% of this revenue budget line.

4011 – Internet Access Membership Fees: 100.38%

The six school libraries were invoiced in January. The invoices for FY25 were increased 2%.

4190 – Member Group Purchase Receipts: 61.20%

This budget line records the revenue from several group purchase initiatives in specific budget line expenses, including the EBSCO database group-purchase, hardware sold to libraries (magnetic swipes for e-commerce), and the group-purchase for Library Pass Comics Plus.

4310 – RAILS Support to SWAN: 100%

The 4<sup>th</sup> quarter payment was made to SWAN totaling \$125,153.92 in April.

4510 – Interest Income: 100.25%

SWAN's Money Market rate for April is 4.53%, which is the same as the month prior. Interest income from the IMET Convenience Fund was 3.5% for March.

### Accounts Payable

5110 – Rent/Lease: 38.92%

SWAN has negotiated 9 months' rent abatement through the rest of the fiscal year.

5120—Utilities: 117.79%

Over budget for year. The recent invoice from the office management company shows the rent abatement, but a small charge for building operations which includes natural gas.

5140—Repairs & Maintenance: 193.71%

Over budget due to office moving expenses and facility security expenses for the new office.

5150—Custodial Services & Supplies: 274.86%

Over budget due to additional one-time post construction cleaning of the new office space.

5220—Staff Meetings: 178.38%

Over budget this year due to several all-staff group lunches provided during the packing and unpacking of the SWAN office during the move. Typically, SWAN has an all-staff holiday luncheon in January as well.

5230—Staff Professional Development: 160.33%

With the departure of some staff, online training and cross training was required during the past year, which has put this line over budget.

5260 – Online Learning: 318.00%

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

5310—Travel Reimbursement: 130.21%

Over budget this year due to staff library visits and in-person membership networking meetings.

5460 – Information Subscription Service: 104.18%

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

5470 – Subscription Support Services: 148.14%

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

5490—Group Purchases Services: 190.54%

The group purchase for self-check software from EnvisionWare was completed in January, which includes a revenue offset in the #4190 Member Group Purchase Receipts.

5830—Consulting: 165.40%

Expenses include a benchmarking analysis of all SWAN employee positions and project consulting for the OCLC Holdings Manager (OHM) after the WorldCat API was changed by OCLC.

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.

6010—Bank Fees: 181.19%

SWAN utilizes services within its bank such as positive pay and ACH which for the year are totaling higher than anticipated.

# Operations Report: April 2025

## Summary

Membership engagement activities and statistics are reported through the month-end of March 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 April 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           |
|-----------|---|--|--------------------|
| 4/10/2025 | Cataloging Working Group                  | Bibliographic Services   | Membership Meeting |
| 4/16/2025 | Circulation Networking Group              | User Experience,<br>Information Technology<br>& System Support | Membership Meeting |
| 4/17/2025 | ILL/Quarterly Billing Office Hours        | Administration   | Consultation       |
| 4/18/2025 | SWAN Board Meeting                        | Administration   | Governance         |
| 4/22/2025 | Site Visit (SCD)                          | Administration   | Consultation       |
| 4/23/2025 | School District Partnership Meeting (WRS) | Administration;<br>Information Technology<br>& System Support  | Consultation       |
| 4/24/2025 | DUX Working Group                         | User Experience  | Membership Meeting |
| 4/28/2025 | SWAN Special Board Meeting                | Administration   | Governance         |
| 4/29/2025 | SWAN Fireside Chat                        | All  | Membership Meeting |

## User Group and Advisory Meeting Recap

### Cataloging Working (4/10/2025)

The in-person Cataloging Working Group meeting took place at St. Charles Public Library. Updates were given on continued clean-up work of the OCLC numbers, Backstage contract and configuration, and travel guide standardization. The team also discussed a Pre-cat Course Proposal and the Training Checklist page that was being created. In addition, Julie Tegtmeier presented the challenges with adding dyslexic materials to a collection. A discussion was held regarding 6XX headings duplication and adding new genre headings. Lastly, updates were given on Tonies and Yoto materials and changes made to SWAN documentation.

### **Circulation Networking (4/16/2025)**

The Circulation Networking Group met on April 16th via Zoom. The agenda, curated by Chair Peggy Tomzik, facilitated discussion on library card account renewals and special situations with materials renewals. SWAN staff provided updates regarding the new forums login and the new ticketing system.

### **Discovery and User Experience Working (4/24/2025)**

The DUX group reviewed development priorities and suggestions from the SWAN Platform Survey, the March Aspen Networking meeting, and previous DUX meetings to assemble a list of priorities for Grove for the coming month. The group also selected a research project to evaluate keyword searching and opportunities for better relevancy in the catalog.

## **Major Projects & Research**

### **Aspen Discovery**

#### **25.03 and 25.04 releases**

Due to our Aspen server migration, we did not receive the 25.03 release as regularly scheduled and received both 25.03 and 25.04 April 9<sup>th</sup>.

These releases included two enhancements of interest to SWAN libraries. First, libraries can now add additional branding to the SWAN Libraries + app. Second, the series development that SWAN sponsored went live on April 23<sup>rd</sup>. [More information about the series work is available on the SWAN support site.](#) Cynthia Romanowski and Lucas McKeever continue to test and identify areas of improvement for the series page work.

#### **Boundless integration**

The Boundless integration with Aspen has been unavailable since January of this year. Olivia Montolin worked with both ByWater and Grove staff to extensively test development to address the integration issues, including availability updates.

#### **Illinois ePay Integration**

We have been working on a solution to allow for Aspen to mediate payments using the Illinois ePay platform. The path we are pursuing uses existing Aspen payment configuration profiles, and therefore should not require and development work. We require more testing with the card swipe hardware, but we are optimistic that this can provide members with another option in fines payment and other forms of billing. The platform would be an alternative to existing PayPal functionality.

#### **Syndetics Unbound**

As of April 23<sup>rd</sup>, all library catalogs are using Syndetics Unbound for enhanced content through the catalog, which includes similar titles and authors, series information, and recommendations.

Novelist Select has been retired. Libraries can subscribe to Novelist Select individually to integrate into their catalogs if they choose.



## **IT Infrastructure & Security**

We are beginning to investigate replacing the ageing SonicWall GMS (Global Management System) server with SonicWall's new Network Security Manager (NSM). The GMS platform has been operationally deprecated for some time, as the communication method is incompatible with the multi-factor requirements on SWAN managed firewalls. The new platform will restore our ability to centrally manage the 33 library firewalls SWAN is responsible for maintaining.

We are also working on upgrading the operating systems on a few of our VMs, as they're running legacy versions of Linux. This has also been a great opportunity to look at server performance and make any necessary improvements. The servers targeted include: SFTP and SWANcom/Mailman, as well as some internal utilities.

## **Online Patron Registration**

SpringShare has completed the configuration phase of our Patron Point online card registration tool. Our first meeting to fine tune the product and create a rollout plan is scheduled for Thursday, May 22<sup>nd</sup>. We will continue to meet with Patron Point staff over the coming weeks in advance of our contract start date in July 2025.

## **Ticketing System – HaloITSM**

The HaloITSM support system launched successfully on April 29<sup>th</sup>. We had only minor issues in the transition, including a library whose staff were not imported due to a mismatch in the naming between L2 and Halo, and some tickets still coming to our old system by staff who created them manually. These were all cleaned up quickly.

We are continuing to improve this system for both library and SWAN staff as we move through May and into the summer. We have gathered a small team of SWAN staff to work on streamlining the internal workflows of the ticketing system, categorization, and reporting. Once that phase is complete in a few weeks, we will embark on a Phase 2 rollout, which may involve more features for member library staff.

## **Single Sign-On**

HaloITSM went live at the end of April with L2 authentication enabled. Dave Pacin has configured a script that runs nightly, which queries L2 for any active or newly created users since the prior day's run. This is then sent to Halo, where a nightly process creates users within Halo, ensuring new users can log in the next day.

## **Backstage Library Works**

We had our kick-off meeting with an account manager at Backstage Library Works, the organization we have partnered with for authority analysis and bibliographic maintenance after the sunsetting of MARCIVE in December 2024. Cynthia will work on completing our service profile, which details exactly what maintenance we want performed on bibliographic records and what subject vocabularies we want to track.

We will work with sample records to finalize the configuration in June, and in July we will go live with their service. The first step involves sending complete extracts of our bibliographic and authority databases to sync our data. The result will be a large upload of bibliographic and authority records. This will require an indexing rebuild on Symphony, which we will perform over Labor Day weekend.

Monthly maintenance operations with their service will work without interruption. Bi-annual updates will mirror the schedule and indexing requirements we experienced with MARCIVE. Library staff should not notice a change in processing or indexing time.

## 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 Task Force                    | Administration; User Experience  | Partnerships |
| Alternate Mondays | Aspen Community Tool Working Group             | User Experience  | Partnerships |
| 4/10/2025         | Aspen Community Meeting                        | All  | Partnerships |
| 4/21/2025         | RAILS Board Consortia Committee                | Administration   | Partnerships |
| 4/23/2025         | SirsiDynix SureSailing                         | All  | Partnerships |
| 4/28/2025         | Find More Illinois Feasability Consultation    | Administration; Information Technology & System Support; User Experience | Partnerships |
| 4/29/2025         | Aspen Series Demo with Grove                   | All  | Partnerships |
| 4/30/2025         | BLUEcloud Acquisitions with SirsiDynix and WVD | Bibliographic Services   | Partnerships |

On April 8<sup>th</sup>, the Bibliographic Services team met with Brette Dorris, an INGRAM representative, to go over the generic user account that INGRAM created for SWAN to use to help SWAN members with issues that arise with ordered materials and EDI. Dorris provided the team with an overview of the user interface as well as demonstrated the workflows of library users and potential areas that problems may occur.

## Support, Documentation, and Training

Details on support tickets, documentation, and training.

## Outage Tracking

Since migrating from ByWater to Grove, Aspen stability has improved significantly. There was one incident in mid-April that caused a visible catalog outage for approximately 20 minutes. Grove's

response time to system spikes has been excellent – often notifying us of abnormal behavior prior to us being alerted by our systems.

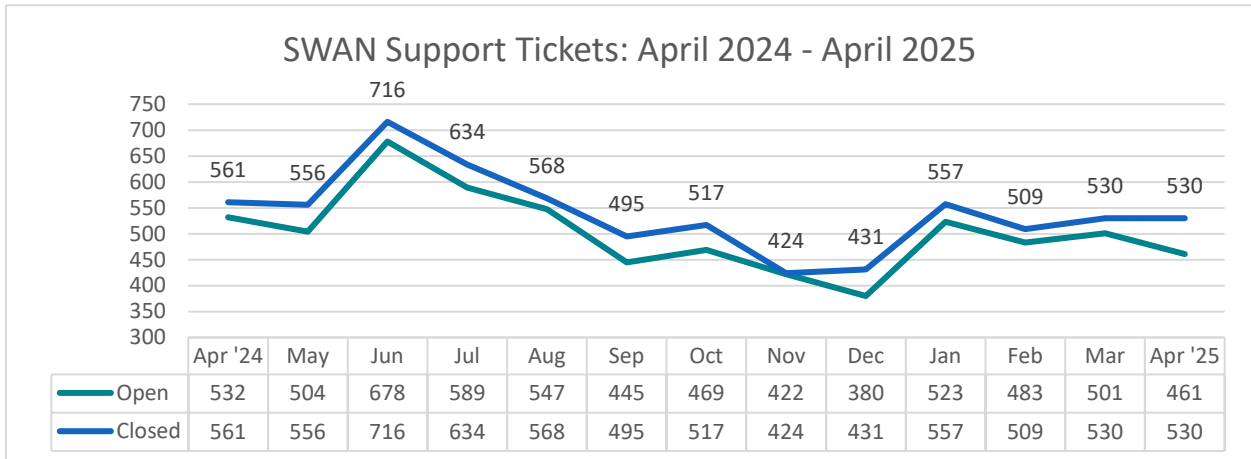
## System Maintenance & Outage Calendar

|                                      |  |                        |                        |               |
|--------------------------------------|--|------------------------|------------------------|---------------|
| Intermittent catalog slowness/dow... | Aspen slow or inaccessible for brief periods. ByWater reports bot activity they... | Wed 2/12/2025 8:30 AM  | Tue 3/11/2025 6:00 AM  | Outage, Aspen |
| Aspen Indexing Issues                | Indexes failing  | Wed 3/5/2025 9:30 AM   | Mon 3/10/2025 10:00 AM | Aspen         |
| LIDA (SWAN Mobile) Outage            | LIDA access cut when our Production IP was blacklisted while addressing alle...    | Mon 3/10/2025 9:00 AM  | Mon 3/10/2025 3:30 PM  | Outage, Aspen |
| CloudFlare Enabled on Aspen          | CloudFlare enabled on Aspen to alleviate bot traffic that was causing Aspen p...   | Tue 3/11/2025 12:00 AM | Wed 3/12/2025 12:00 AM | IT, Aspen     |
| Checkout History Missing in Aspen    | Checkout history missing for several users – able to restore some from test ser... | Thu 3/13/2025 12:00 AM | Fri 3/14/2025 12:00 AM | Aspen         |
| Aspen Outage                         | High load from Singapore/Hong Kong caused MySQL to crash.                          | Wed 4/16/2025 10:00 AM | Wed 4/16/2025 10:20 AM | Aspen         |

## Support Tickets

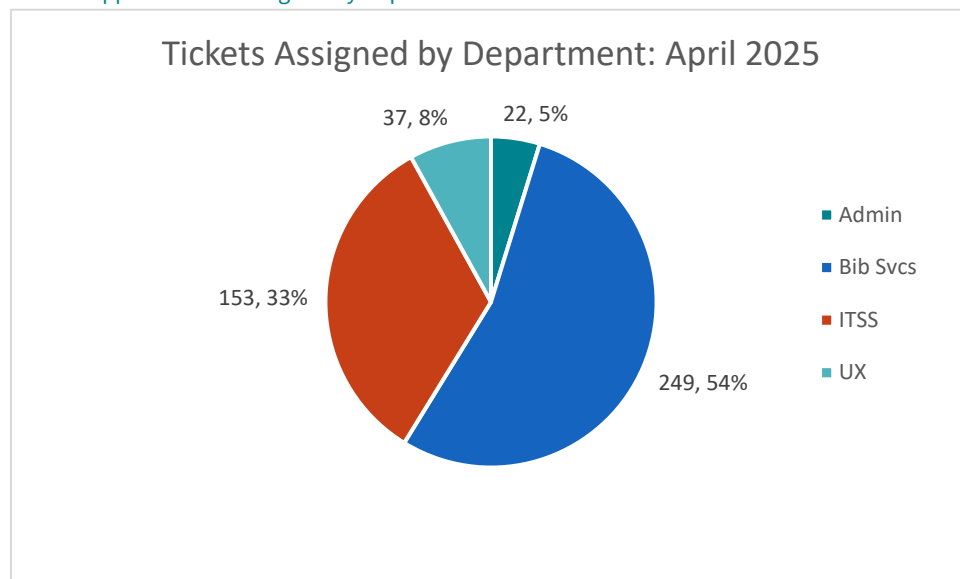
SWAN support staff continue to maintain an excellent monthly open/closed ticket ratio. Ticket volume is average for the time of year.

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



*Data labels reflect tickets closed each month.*

#### SWAN Support Tickets Assigned by Department



## Support Site

We will release an update to the support site the evening of May 19<sup>th</sup> which will include a new look-and-feel, updates to the trainings area of the site, and a new bookmark feature for library staff.

This update lays the groundwork for a combined patron and staff site, which will roll out based on the timeline for our new online patron registration platform. Our current online patron registration tool is built in our patron site, which we will be able to fully retire once the Patron Point platform is live for SWAN libraries.

## Training Modules & Recordings

### Learning Management System (SWAN Online Learning)

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

Samantha Dietel added a new course, [What is Acquisitions?](#), the first in a new acquisitions course series.

Crystal Vela added a new course, [Placing, Canceling, & Modifying Holds](#).

## Member Library Training and Consultation

### Circulation Mentorship Program

Crystal facilitated a mentorship connection between Beth Clower (Broadview Public Library) and Parish Turner (Bensenville Public Library) as part of our Circulation Mentor Program with the Circulation Working Group. Parish will serve as Beth's mentor for the next year.

## **Bibliographic Services: A Month in the Life**

Below is an exhaustive list of consultations performed by the Bibliographic Services Consultants in April, providing a detailed account of the types of consultations they are called on to perform:

April 1<sup>st</sup> - Sam Dietel met with Bellwood Public Library staff to discuss potential item type consolidation, removing audience-level from item types and streamlining circulation of materials. They also discussed the potential for using Acquisitions to indicate to selectors when materials are received. Staff will follow up with more consultations.

April 7<sup>th</sup> - Lucas McKeever met with staff from Matteson Area Public Library. They are in the planning stages of a re-cataloging project for their Library of Things materials. Lucas provided them with our online training course for LoT materials and documentation that will be useful. Finally, they were encouraged to reach out if they have any questions or want feedback on any of their records.

April 14<sup>th</sup> - Sam met with staff from Schiller Park Public Library to go over options for Item Type Consolidation and general collection cleanup opportunities. She provided them with the possibility of consolidating their Item Type usage from 39 types down to 14 types. Staff decided to move forward with the changes and will be coordinating with Sam for next steps.

April 18<sup>th</sup> - Sam met with staff from Oak Lawn Public Library and a representative from Brodart to troubleshoot problems with EDI Ordering. Staff were not receiving MARC records for their titles, and the parties on the call worked together to determine why this was happening and how to correct it.

April 18<sup>th</sup> - Sam and Lucas met with staff at Alsip-Merrionette Park Public Library District to discuss their participation in an upcoming Library of Things Visibility Project. They agreed to test out a new feature of Aspen that can limit search results by owning library and item type. The library will use the LoT item types for their collection and gather feedback about the new feature from staff and patrons.

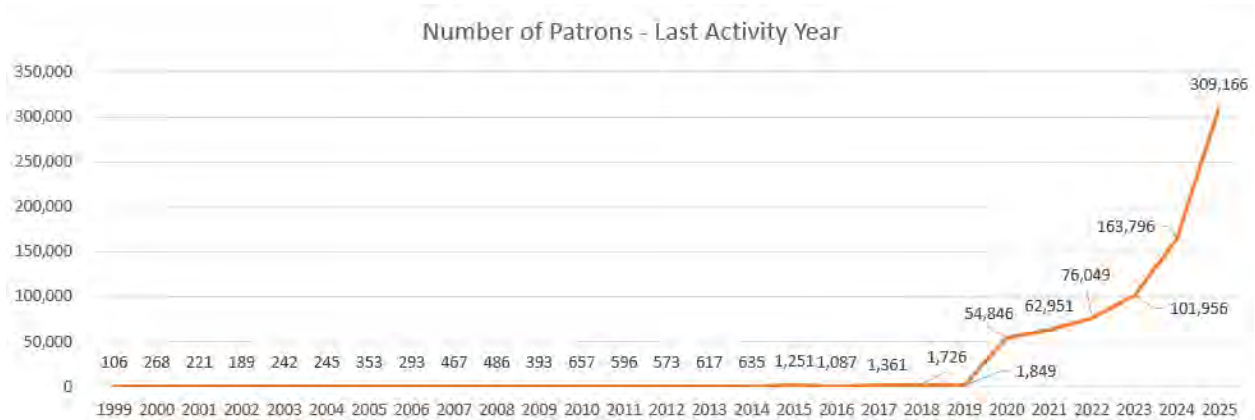
April 25<sup>th</sup> - Sam and Lucas met with staff from Broadview Public Library to answer a varied list of questions. Samantha went over how to find the Circulation and Hold Maps on the SWAN support site and explained how to read them. She also displayed a shelf list of all materials in the library to identify areas for cleanup. Finally, she discussed potential Item Type consolidation to streamline library practices, which aligns with the efforts staff want to make. Samantha and Lucas also answered questions about Generic Users, in-house use statistics, and the de-newing process.

## **Maintenance**

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

In March, we removed 141,671 inactive patrons from the database. This very large number reflects the update from 7 years of inactivity to 5, the last step in a gradual process taking place over the past four years. Prior to this project, patron records were not purged until 10 years inactivity.

This has dramatically changed the patron distribution in the SWAN database. Our total count of patron records stands now at 768,764. Patrons with no activity since 2020 are now the ones that are falling into automatic record removal. Here is the current distribution of patrons by Last Activity Year.

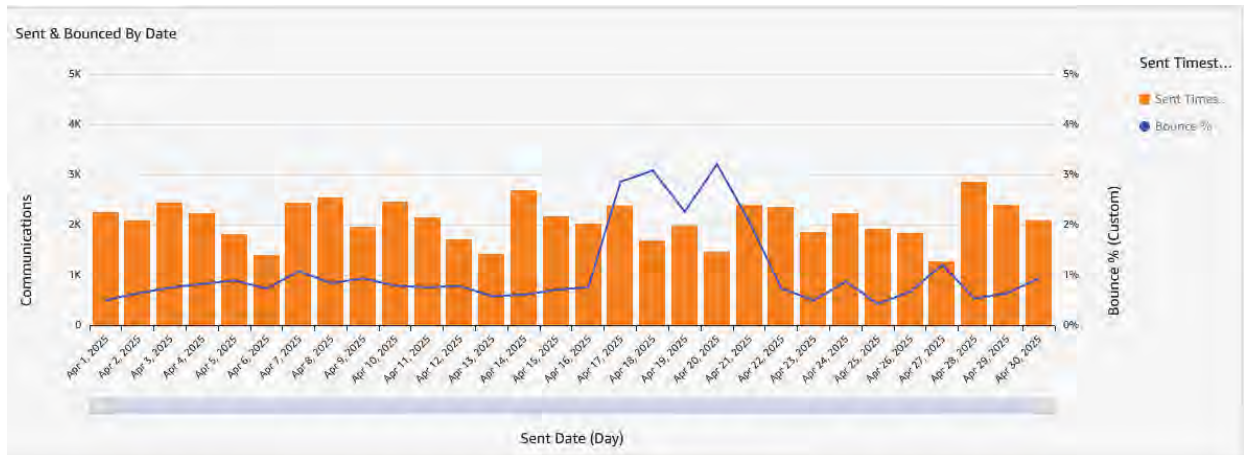


Any patrons existing in the system with expirations dates over 5 years in the past remain because they have \$100 or more in associated bills. SWAN recommends purging all patron records with last activity date prior to 6/1/2015 regardless of outstanding bills.

## MessageBee Statistics

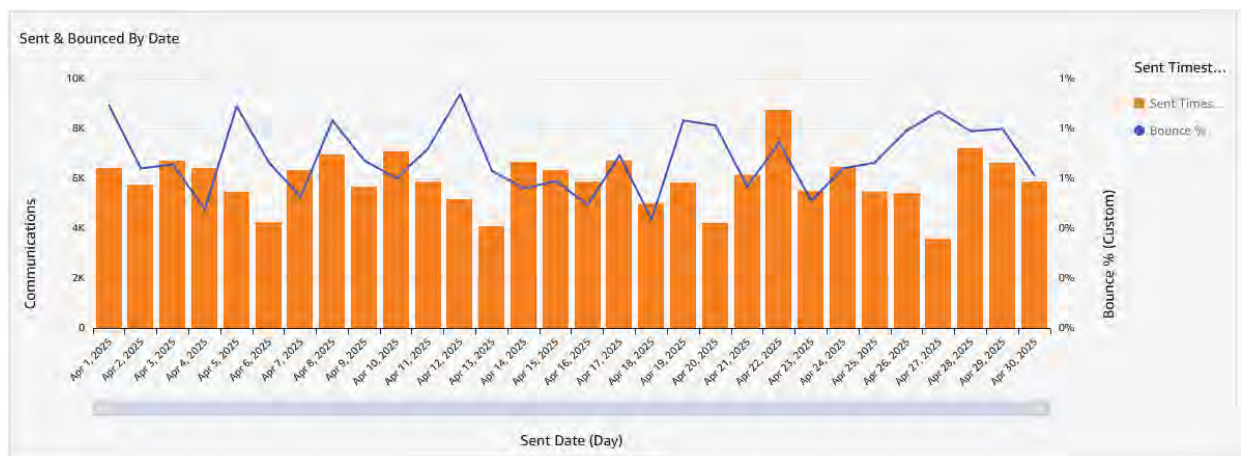
### SMS notifications

| Month, Yr       | SMS Sent | Success Count | Success Rate | Failed Count | Failure Rate |
|-----------------|----------|---------------|--------------|--------------|--------------|
| 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%        |
| February, 2025  | 56,198   | 55,799        | 99.29%       | 399          | 0.71%        |
| March, 2025     | 62,374   | 61,557        | 98.69%       | 817          | 1.31%        |
| April, 2025     | 62,097   | 61,458        | 98.97%       | 639          | 1.03%        |



## Email notifications

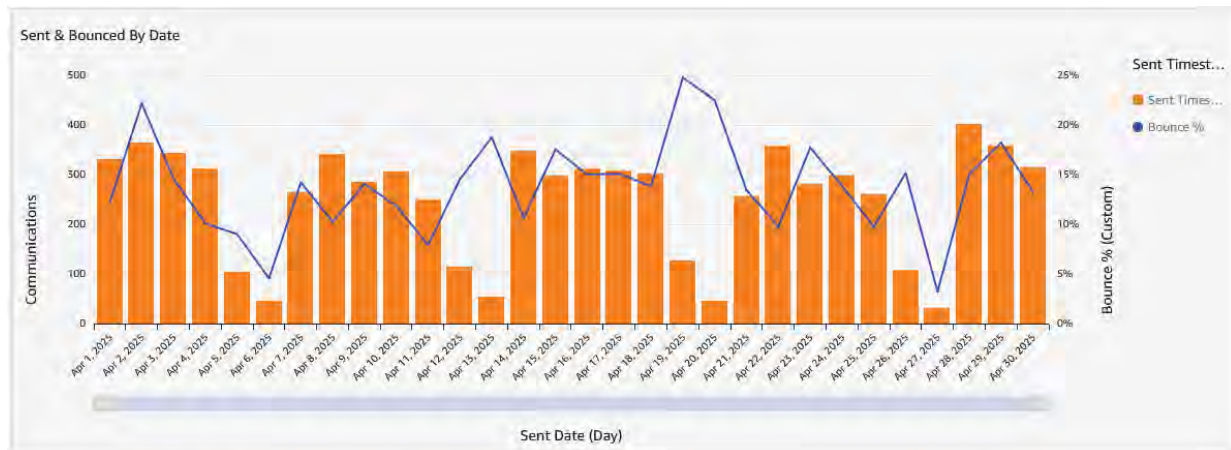
| Month, Yr       | Email Sent | Success Count | Success Rate | Failed Count | Failure Rate |
|-----------------|------------|---------------|--------------|--------------|--------------|
| April, 2024     | 168,979    | 167,812       | 99.31%       | 1,167        | 0.69%        |
| May, 2024       | 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%        |
| February, 2025  | 162,363    | 161,023       | 99.17%       | 1,340        | 0.83%        |
| March, 2025     | 175,183    | 173,960       | 99.30%       | 1,223        | 0.70%        |
| April, 2025     | 174,027    | 172,855       | 99.33%       | 1,172        | 0.67%        |





## Voice notifications

| Month, Yr       | Total Calls Attempted | Success Count | Success Rate | Failed Count | Failure Rate |
|-----------------|-----------------------|---------------|--------------|--------------|--------------|
| 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%        |
| February, 2025  | 6,469                 | 6,213         | 96.04%       | 256          | 3.96%        |
| March, 2025     | 6,888                 | 6,615         | 96.04%       | 273          | 3.96%        |
| April, 2025     | 6,991                 | 6,669         | 95.39%       | 322          | 4.61%        |



## Print Notices

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

| Month/Yr        | Bill Notices | Amount    |
|-----------------|--------------|-----------|
| 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 |
| February, 2025 | 411 | \$ 378.12 |
| March, 2025    | 393 | \$ 361.56 |
| April, 2025    | 387 | \$ 356.04 |

## SendGrid Statistics

| Month/Yr | Total Requests | Total Processed | Success Rate (Delivered) | Addresses |                |         | Messages |              |            |
|----------|----------------|-----------------|--------------------------|-----------|----------------|---------|----------|--------------|------------|
|          |                |                 |                          | Bounced   | Marked as Spam | Invalid | Blocks   | Bounce Drops | Spam Drops |
| 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% (65,856)          | 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        |
| Feb '25  | 71,496         | 68,900          | 98.89% (68,137)          | 155       | 27             | 24      | 866      | 2,320        | 252        |
| Mar '25  | 83,029         | 80,569          | 98.9% (79,684)           | 162       | 3              | 29      | 821      | 2,216        | 215        |
| Apr '25  | 70,180         | 67,748          | 98.9% (67,003)           | 159       | 3              | 34      | 711      | 2,166        | 232        |

## Appendix: Statistics

### Cataloging & Collections

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

#### OCLC Cataloging Counts

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

|                   | Jan   | Feb   | Mar   | April | May   | June  | July  | Aug   | Sept  | Oct   | Nov   | Dec   | Total         |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---------------|
| <b>Orig 2021*</b> | 41    | 53    | 54    | 73    | 49    | 88    | 49    | 71    | 80    | 65    | 72    | 104   | <b>799</b>    |
| <b>Copy 2021*</b> | 1,632 | 1,847 | 1,911 | 1,480 | 1,720 | 1,756 | 1,580 | 1,916 | 2,367 | 1,463 | 2,295 | 1,802 | <b>21,769</b> |

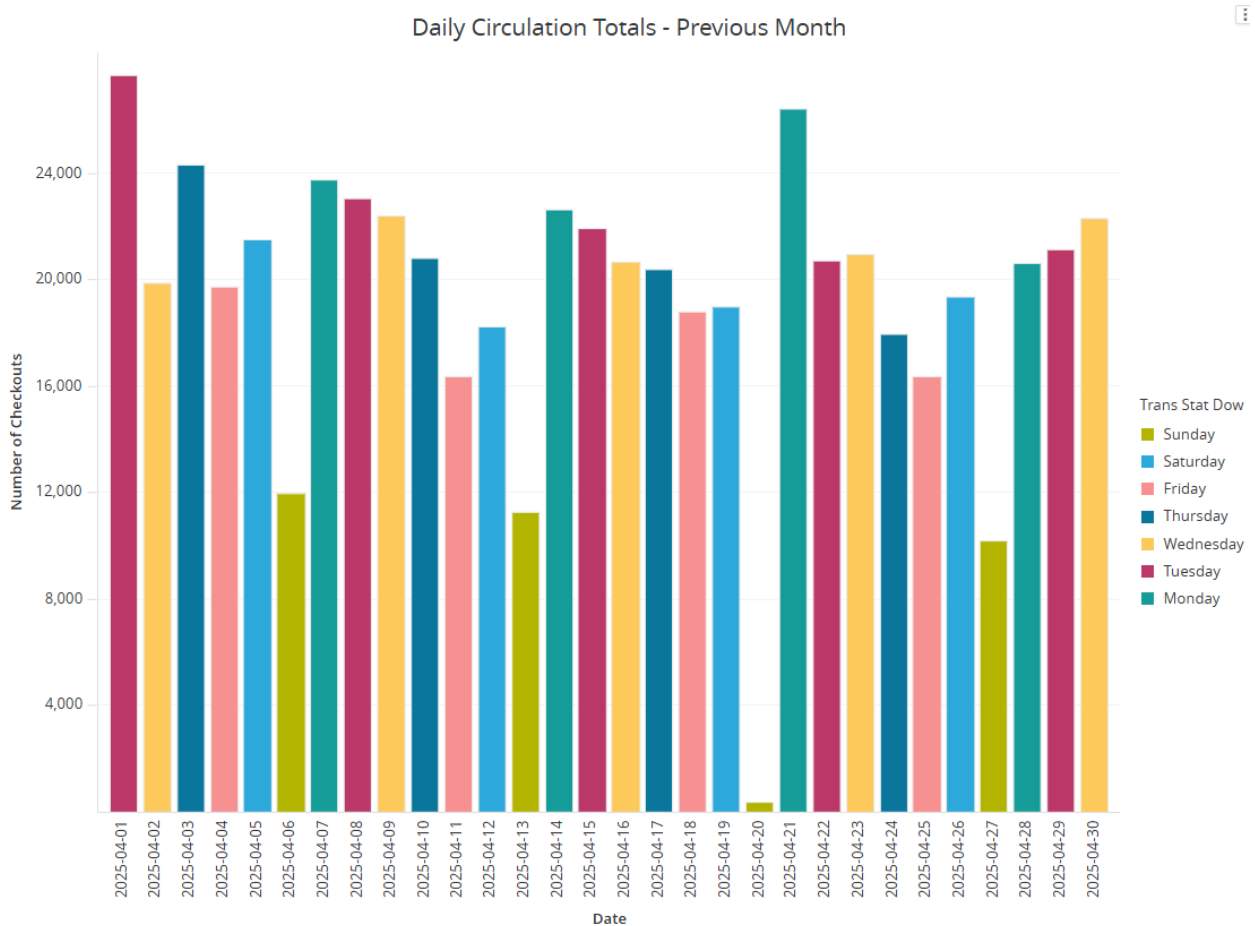
|                        |       |       |       |       |       |       |       |       |       |       |       |       |               |
|------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---------------|
| <b>Orig**<br/>2022</b> | 84    | 143   | 93    | 57    | 106   | 97    | 52    | 133   | 87    | 74    | 55    | 77    | <b>1,058</b>  |
| <b>Copy**<br/>2022</b> | 1,808 | 2,283 | 2,059 | 2,299 | 2,239 | 1,886 | 1,976 | 2,706 | 1,944 | 1,918 | 2,010 | 2,275 | <b>25,403</b> |
| <b>Orig<br/>2023</b>   | 114   | 123   | 187   | 197   | 164   | 146   | 57    | 38    | 34    | 104   | 111   | 40    | <b>1,315</b>  |
| <b>Copy<br/>2023</b>   | 2,925 | 2,213 | 2,352 | 1,819 | 2,630 | 2,310 | 1,752 | 2,215 | 1,875 | 2,338 | 1,968 | 1,838 | <b>26,235</b> |
| <b>Orig<br/>2024</b>   | 134   | 149   | 127   | 132   | 125   | 80    | 129   | 63    | 99    | 80    | 80    | 73    | <b>1,271</b>  |
| <b>Copy<br/>2024</b>   | 2,072 | 1,936 | 1,633 | 1,967 | 1,727 | 1,630 | 1,658 | 1,293 | 1,652 | 2,030 | 2,002 | 2,107 | <b>21,707</b> |
| <b>Orig<br/>2025</b>   | 116   | 96    | 145   | 131   |       |       |       |       |       |       |       |       |               |
| <b>Copy<br/>2025</b>   | 2376  | 2147  | 1832  | 2029  |       |       |       |       |       |       |       |       |               |

### Records Added in April

In April, 45,231 new items were added to our database, including 5,666 new catalog records.

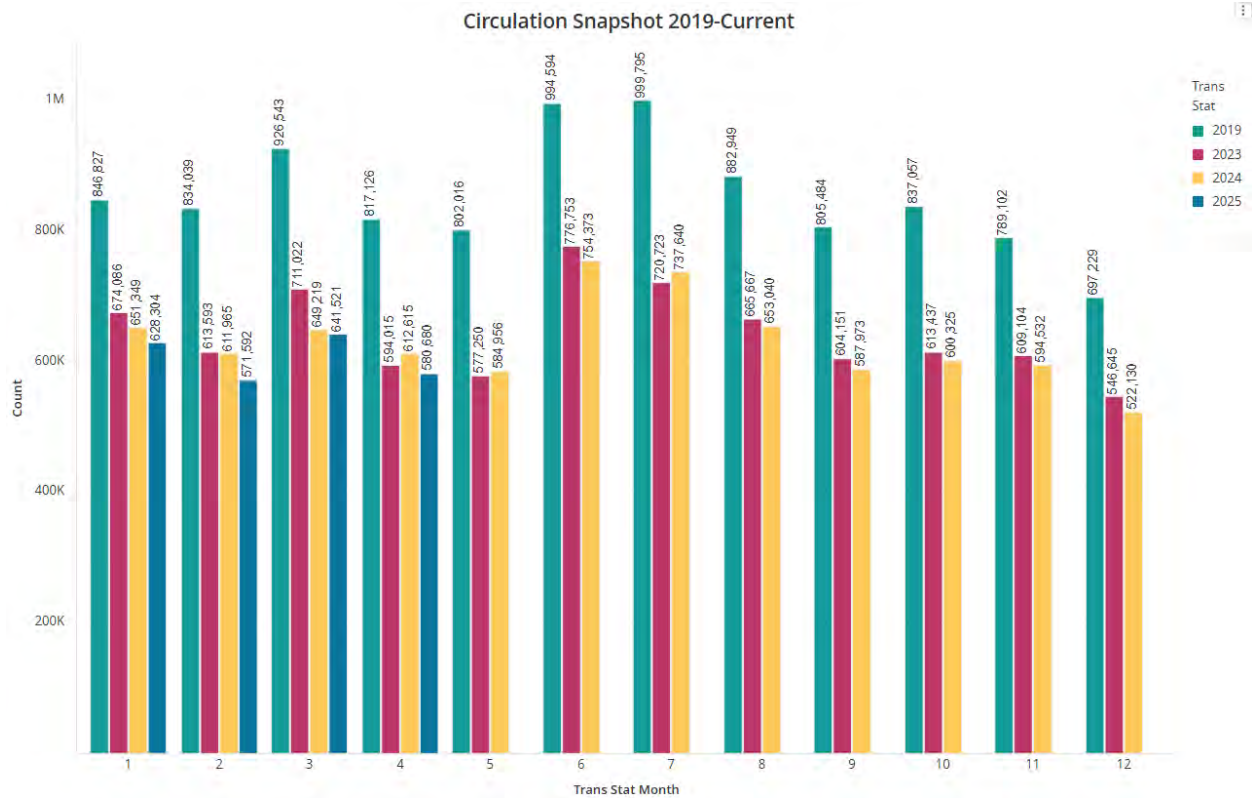
### Circulation

Last month, there were 580,680 total circulations across all SWAN libraries. Comparative daily rates are in the graph below.



## Monthly total comparison since 2019

In April, the 580,680 systemwide circulations, which is 94.7% of the total in April 2024 and 71.0% of the pre-pandemic count from April 2019.



## Interlibrary Loan & Resource Sharing

In March, Interlibrary loan checkouts between SWAN members was 98,866 for 18.2% of total checkouts.

Reciprocal borrowing between SWAN libraries totaled another 21% of total checkouts at 97,507 checkouts. Non-SWAN reciprocal borrowing made up another 3% of checkouts as usual.

## OCLC Worldwide Resource Sharing

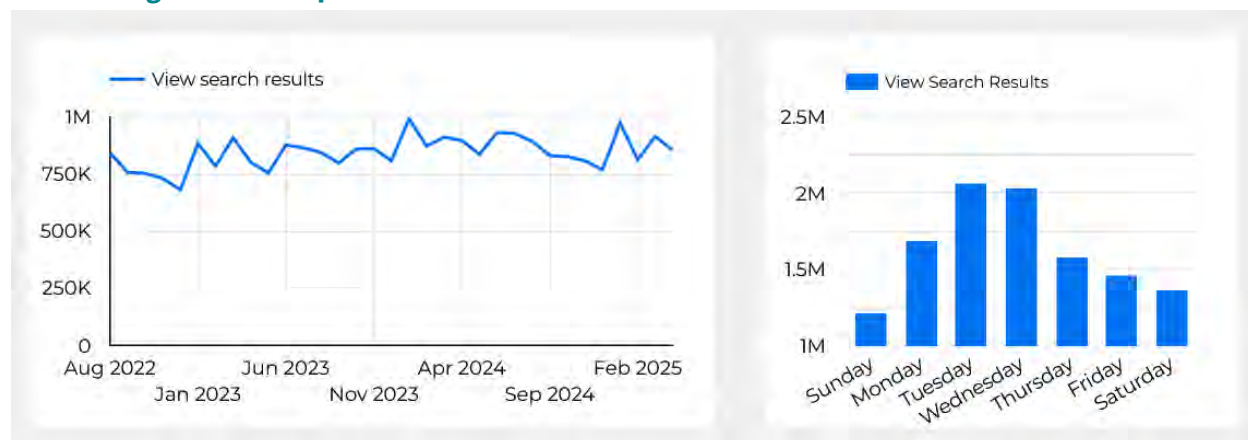
In March, our combined OCLC interlibrary loan statistics show that SWAN was again a net lender in by a ratio of 2.15 items lent for each item borrowed. We lent 2,721 items and 17 copies and borrowed 1,263 items and 18 copies.

## Online Public Catalog - Aspen

### Top 25 Searches in Aspen (March 2025)

- |                           |                              |                       |
|---------------------------|------------------------------|-----------------------|
| 1. freida mcfadden        | 10. abby jimenez             | 18. library of things |
| 2. dog man                | 11. james patterson          | 19. ps4 video games   |
| 3. minecraft              | 12. spring                   | 20. james             |
| 4. conclave               | 13. star wars                | 21. consumer reports  |
| 5. easter                 | 14. let them                 | 22. movies            |
| 6. kristin hannah         | 15. great big beautiful life | 23. pokemon           |
| 7. sunrise on the reaping | 16. crochet                  | 24. strangers in time |
| 8. dvd                    | 17. hunger games             | 25. wicked            |

### 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 retired on April 23<sup>rd</sup>, 2025.
- “Syndetics” refers to Syndetics Unbound recommendations, which was enabled consortium wide on April 23<sup>rd</sup>, 2025.

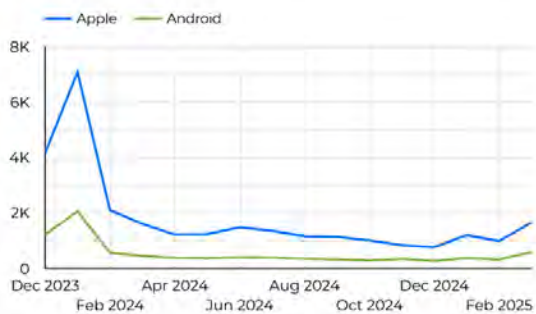
## Recommendations



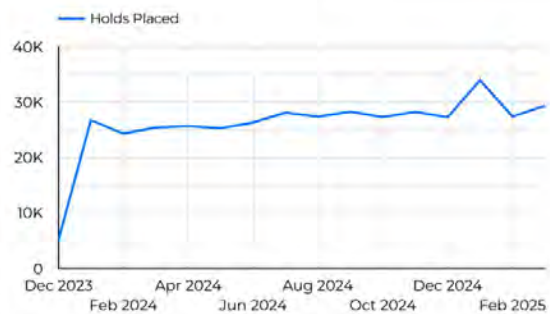
## SWAN Libraries + App – Aspen LiDA

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

### Downloads by Platform



### Holds Placed via Mobile App



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

| DATE                        | MEETING TYPE                             | ACTION ITEMS   |
|-----------------------------|--|--|
| Friday, July 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<br>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).   |

**Date:** May 23, 2025  
**To:** SWAN Board  
**From:** Aaron Skog, Executive Director  
**Re:** FY25 Write-off of doubtful accounts



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### **Doubtful Accounts**

Each year we identify invoices in the Allowance for Doubtful Accounts and make recommendations to the SWAN Board. This process typically occurs in the months of May or June as the fiscal year ends.

Below is a chart noting the details of the specific balances that I am requesting permission of the board to write off as of May 30, 2025.

Recommendation for total invoices in Allowance for Doubtful Accounts to be written off: \$25.00

|                        |   |         |
|------------------------|---|---------|
| 7/12/24 invoice #11340 | Phoenix Public Library District unpaid RB invoice | \$25.00 |
|------------------------|---|---------|

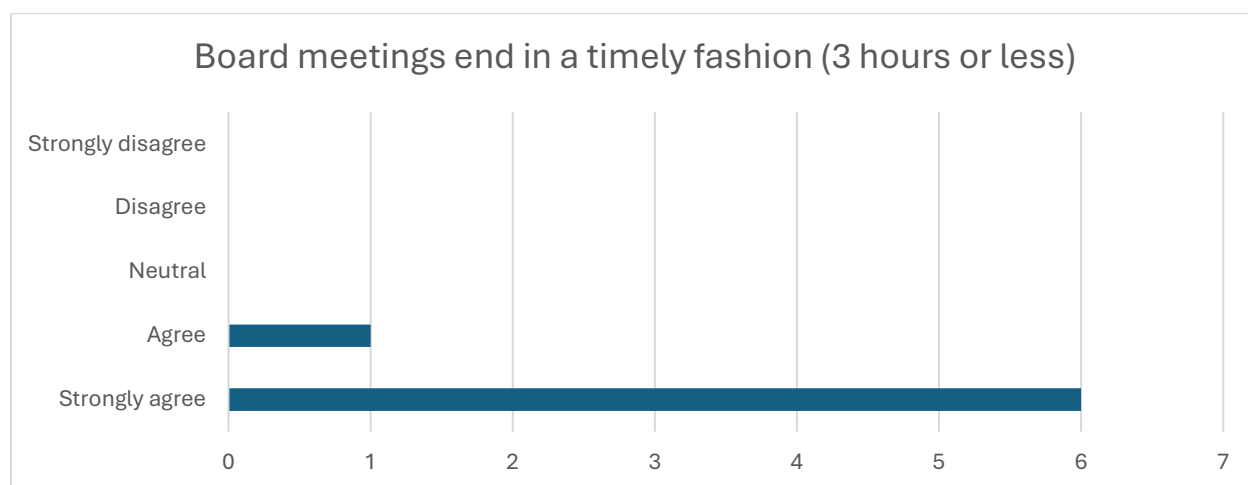
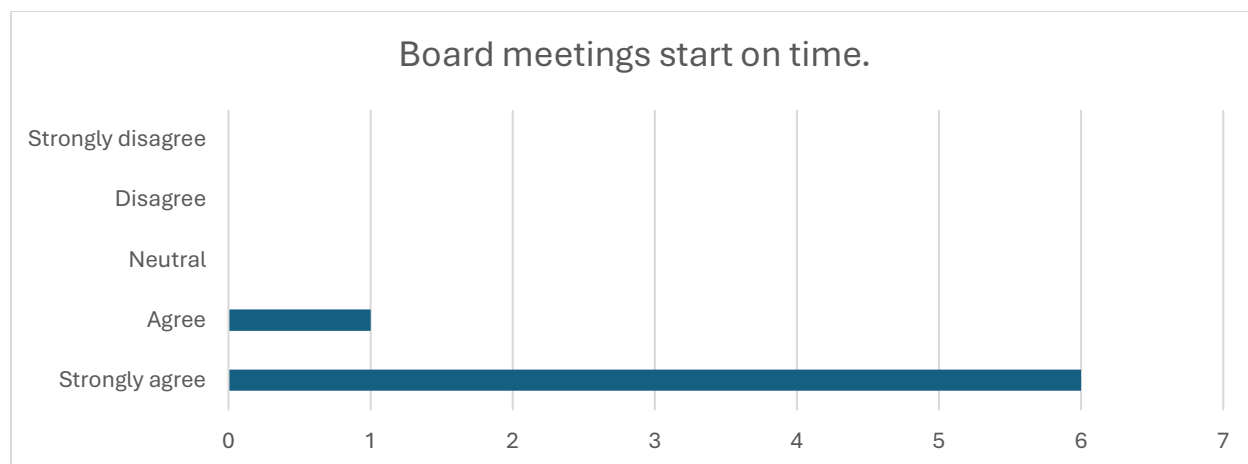
### **Resolution**

RESOLVED THAT THE SWAN BOARD ACCEPTS THE WRITE-OFF ALLOWANCE FOR DOUBTFUL ACCOUNTS TO THE AMOUNT OF \$25.00

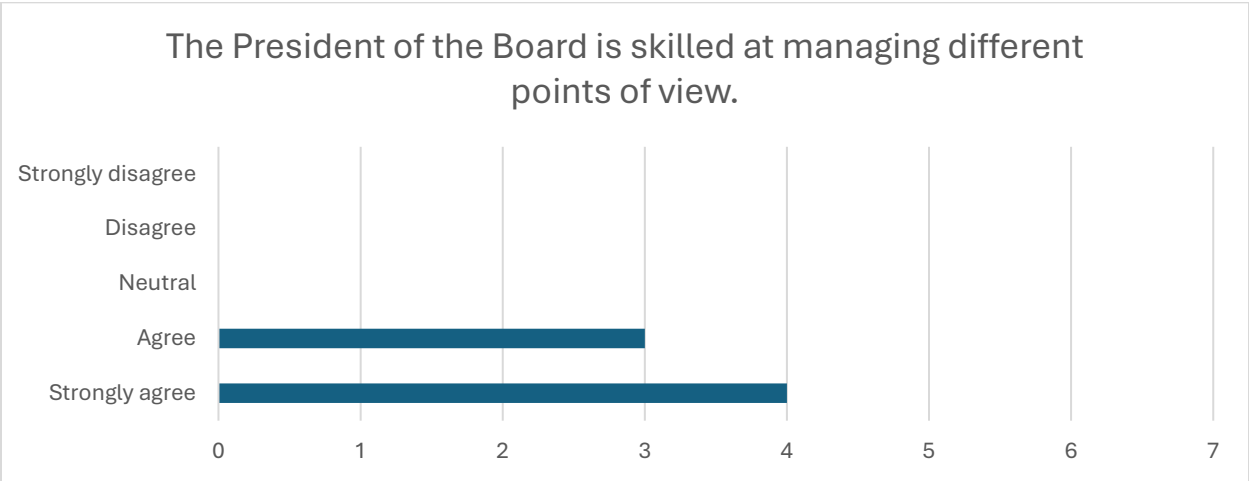
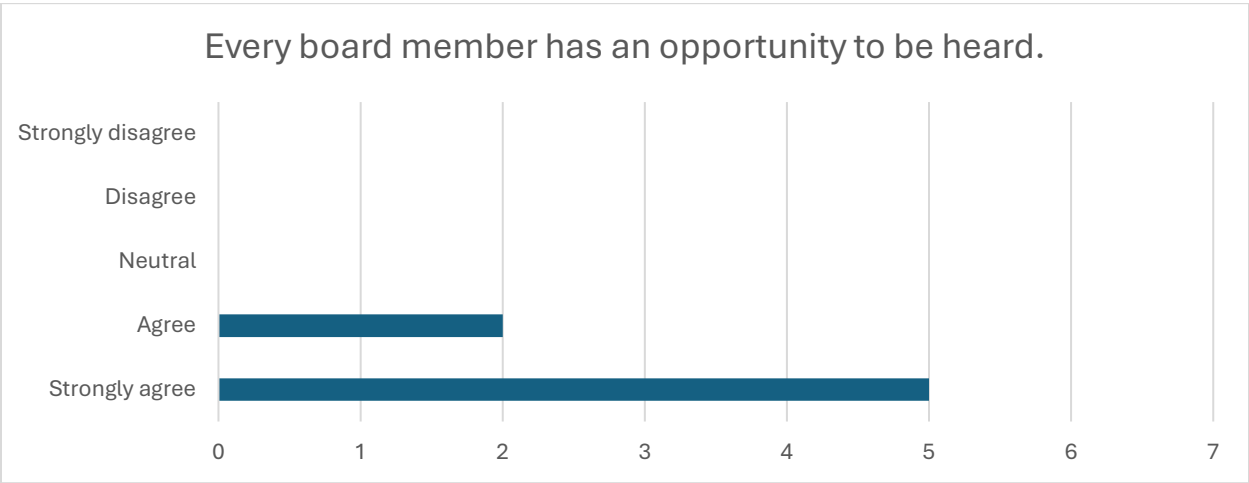
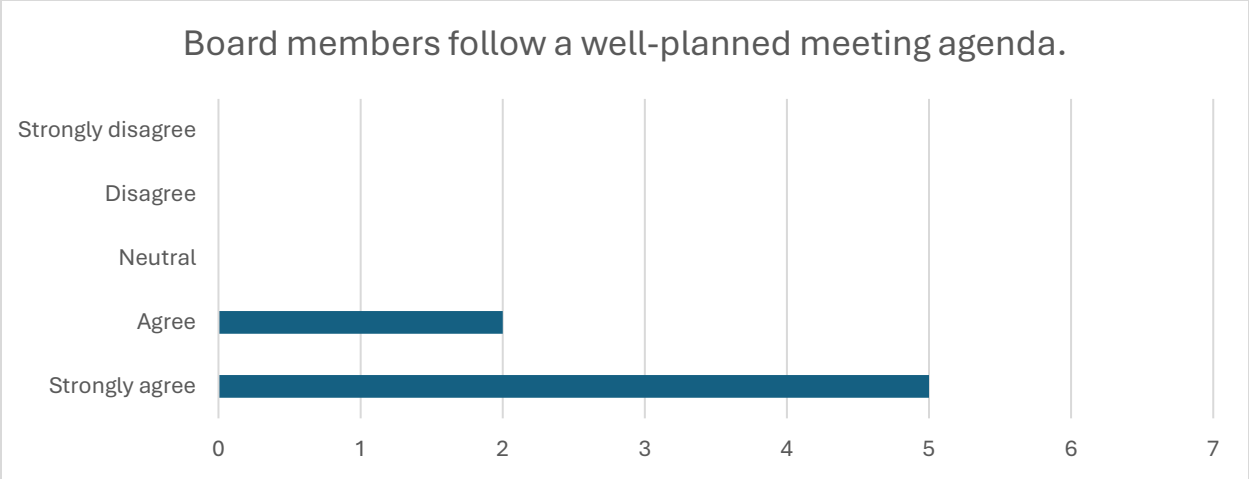
# Board self-evaluation results

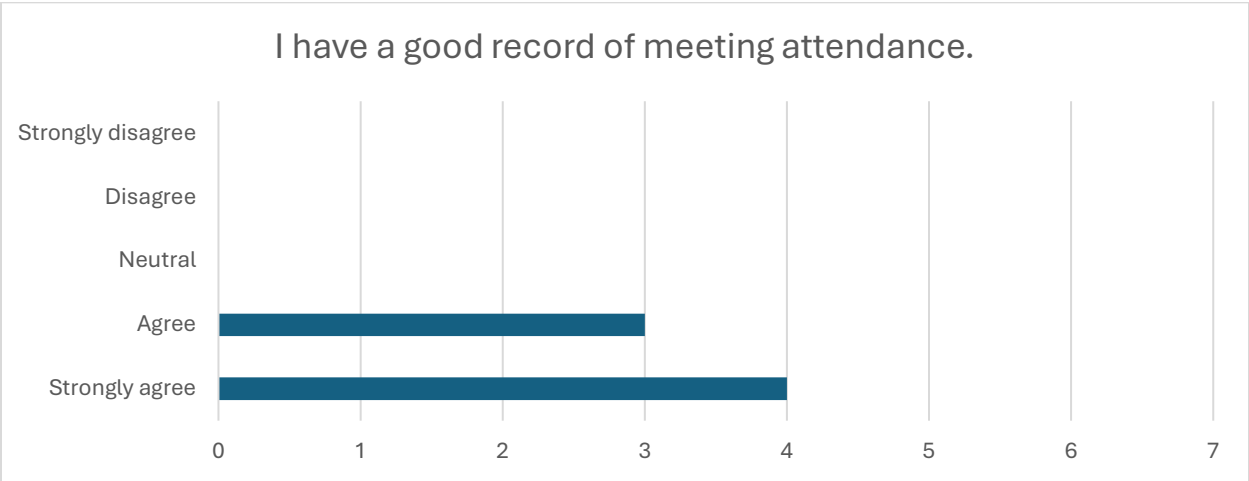
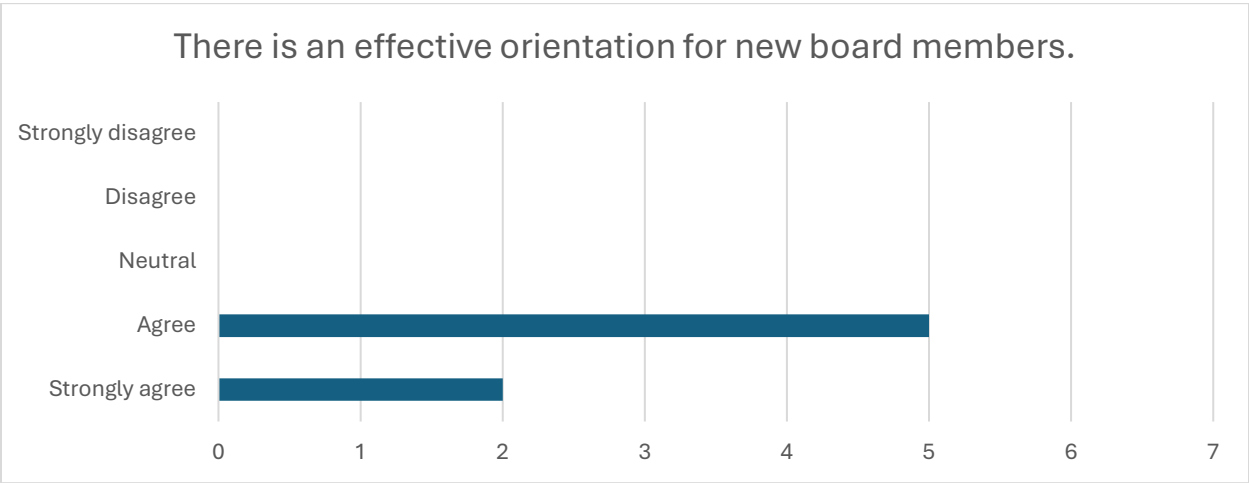
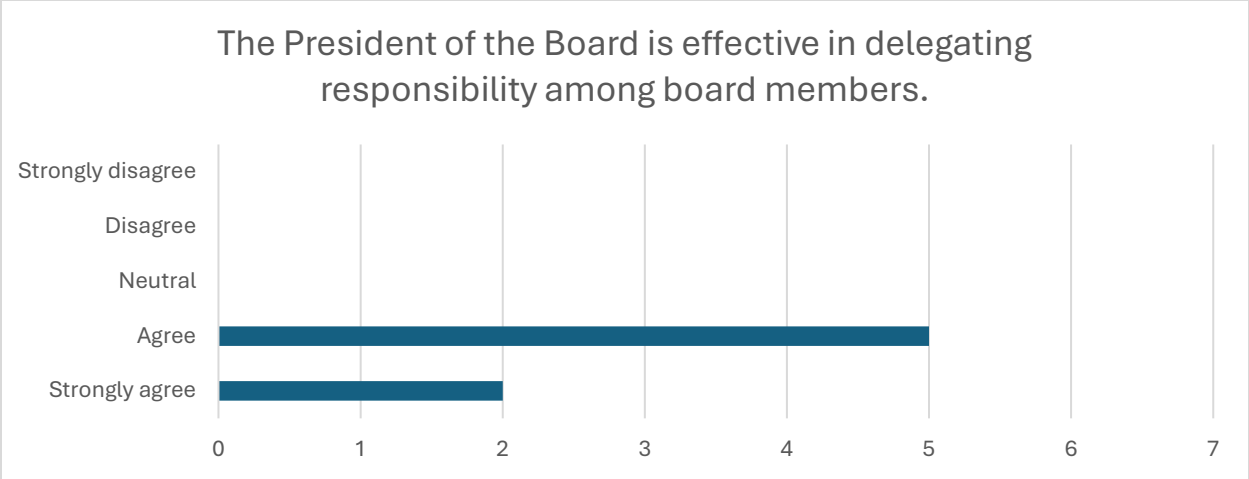
May 23, 2025

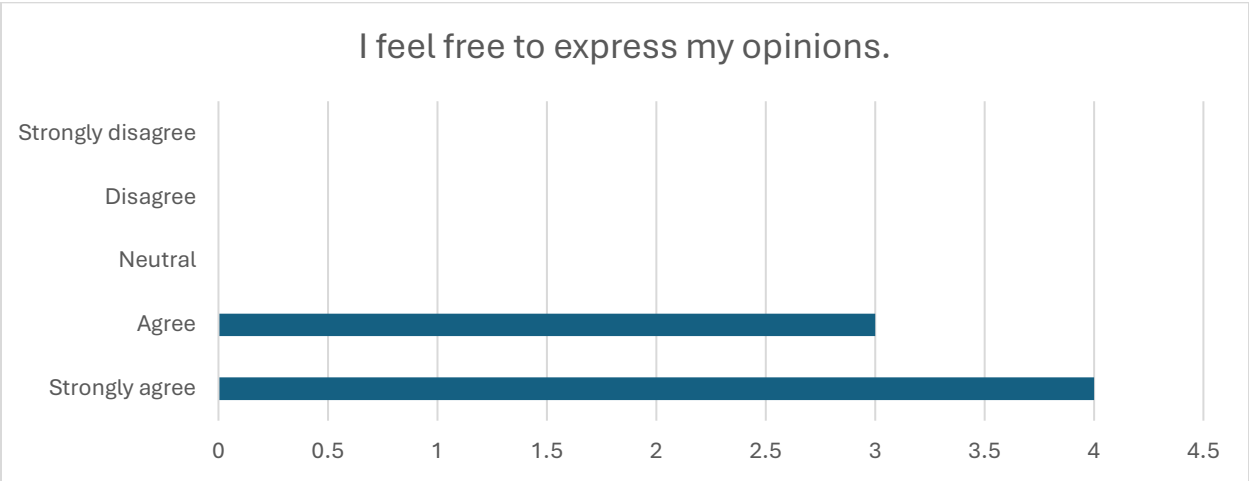
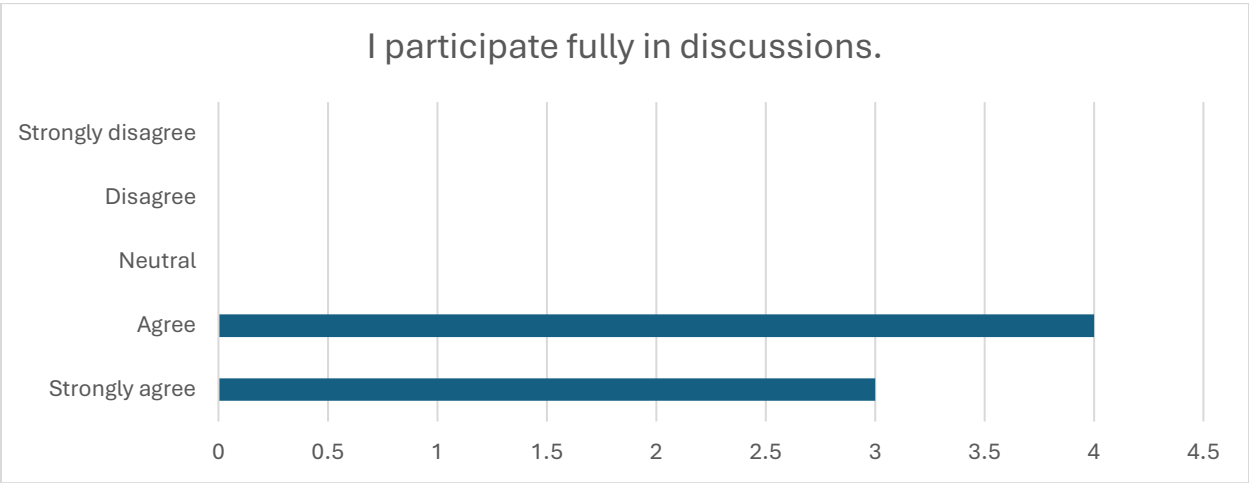
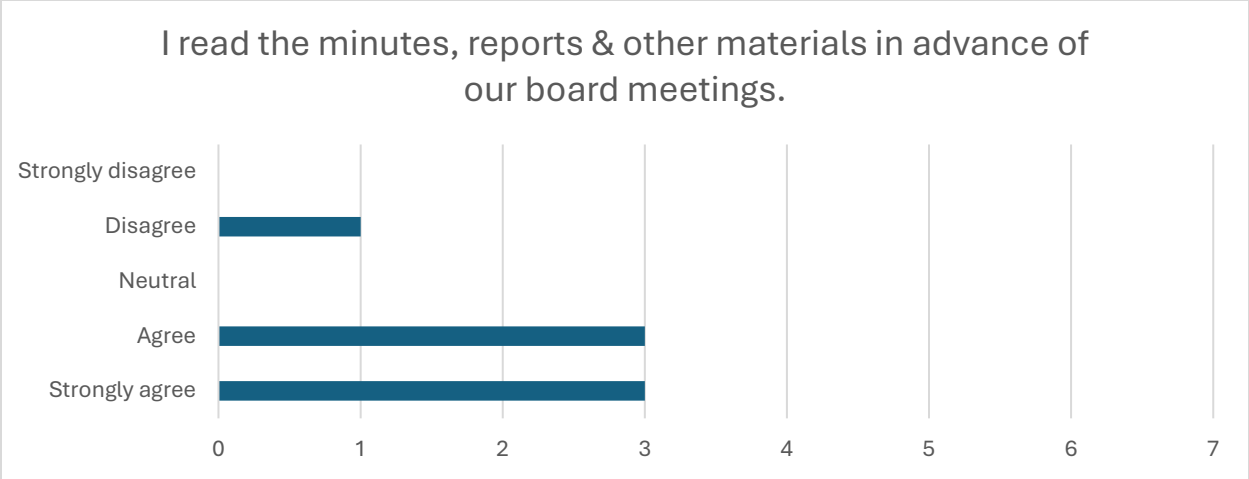
The SWAN Board self-evaluation questionnaire is intended for the current representatives of the board to assess the effectiveness of its meetings, relationship with the SWAN Executive Director, and the individual representative's responsibilities.

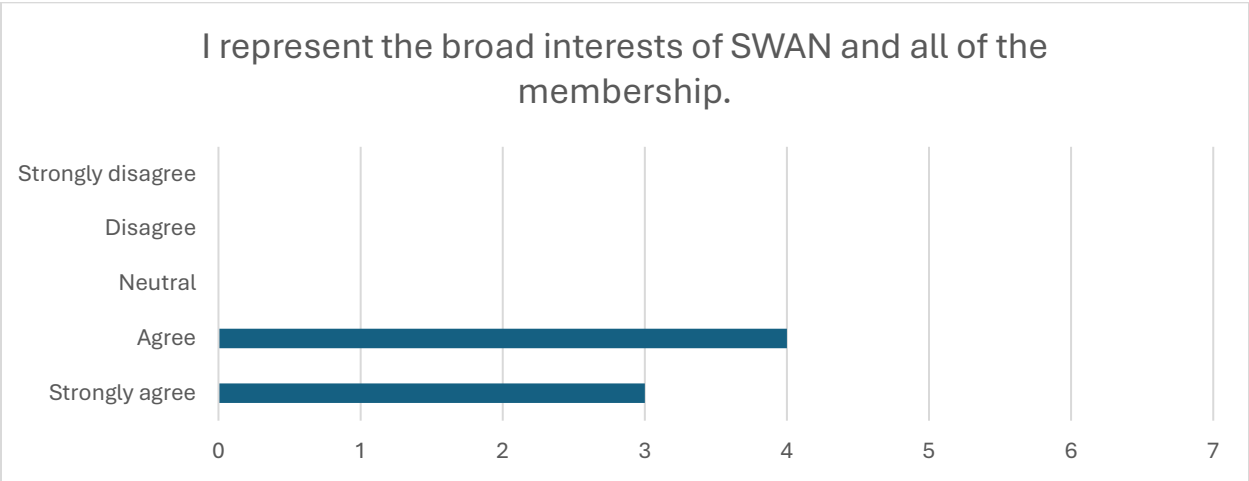
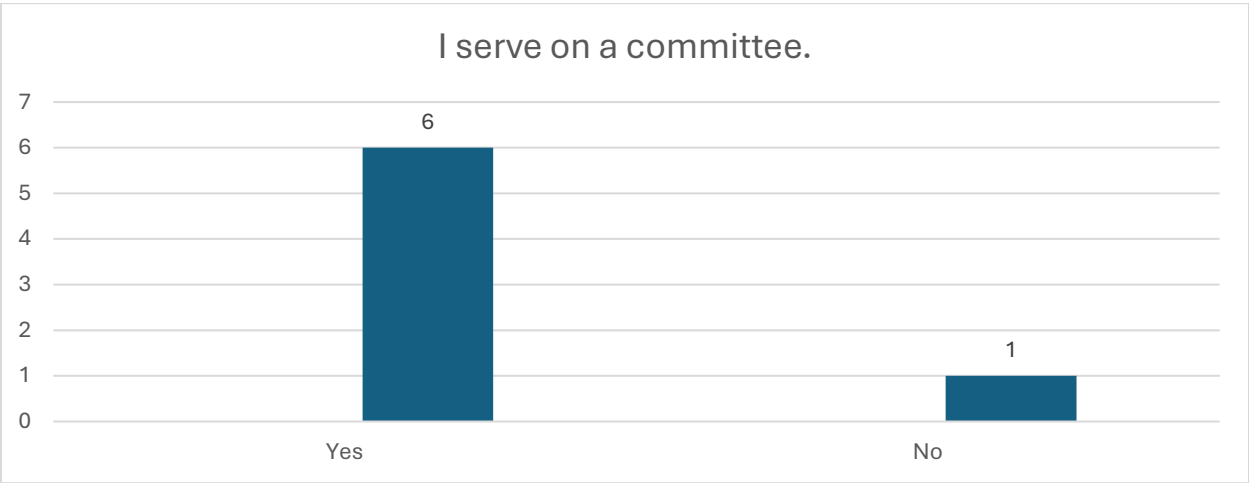
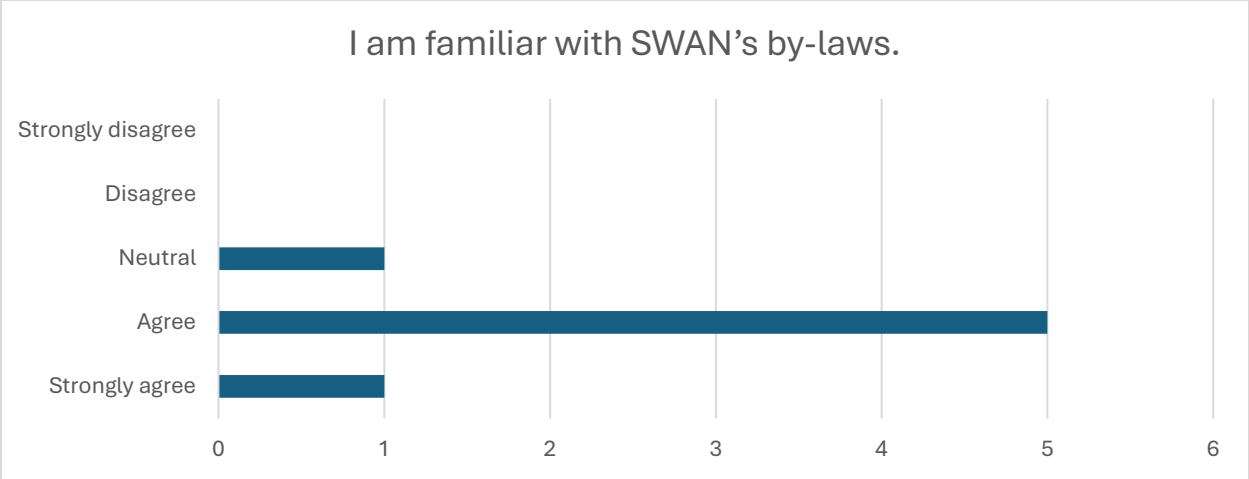


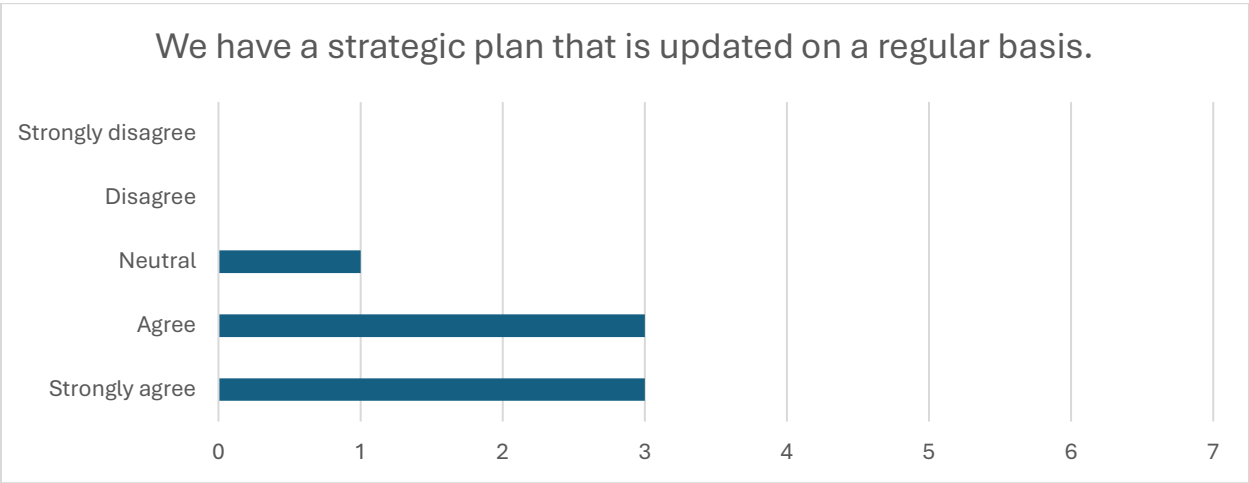
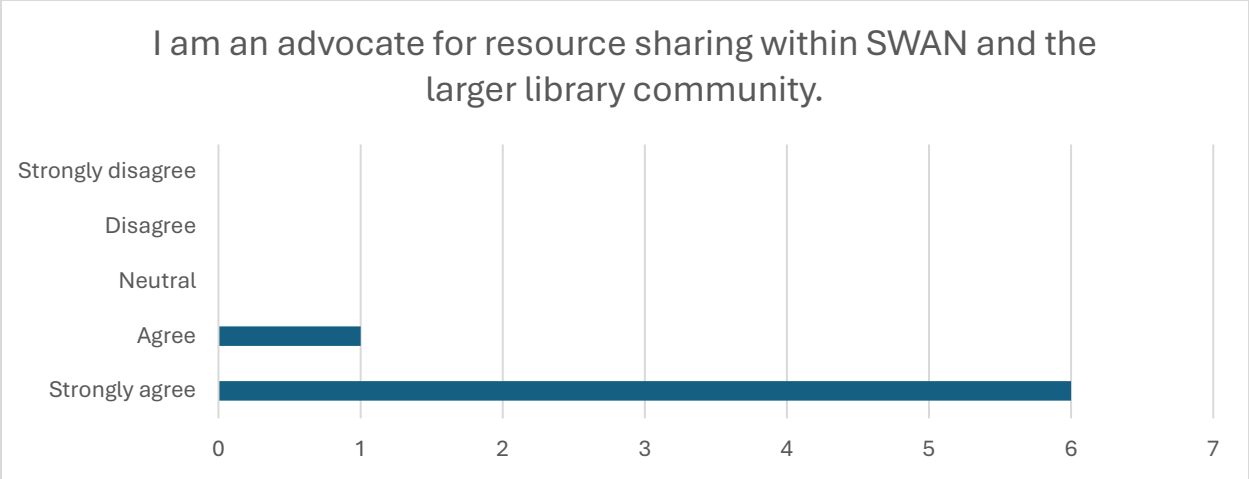


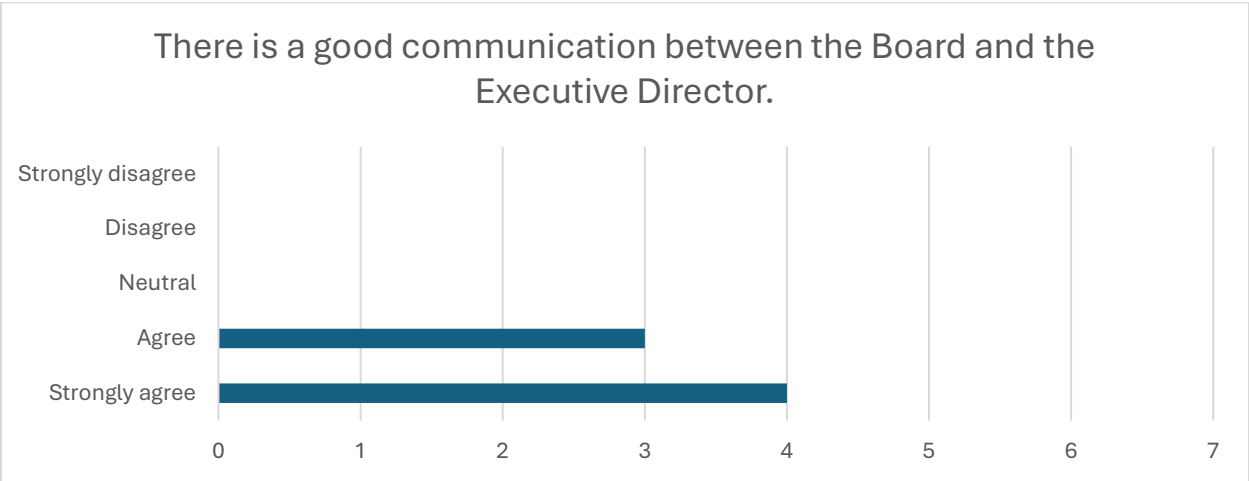
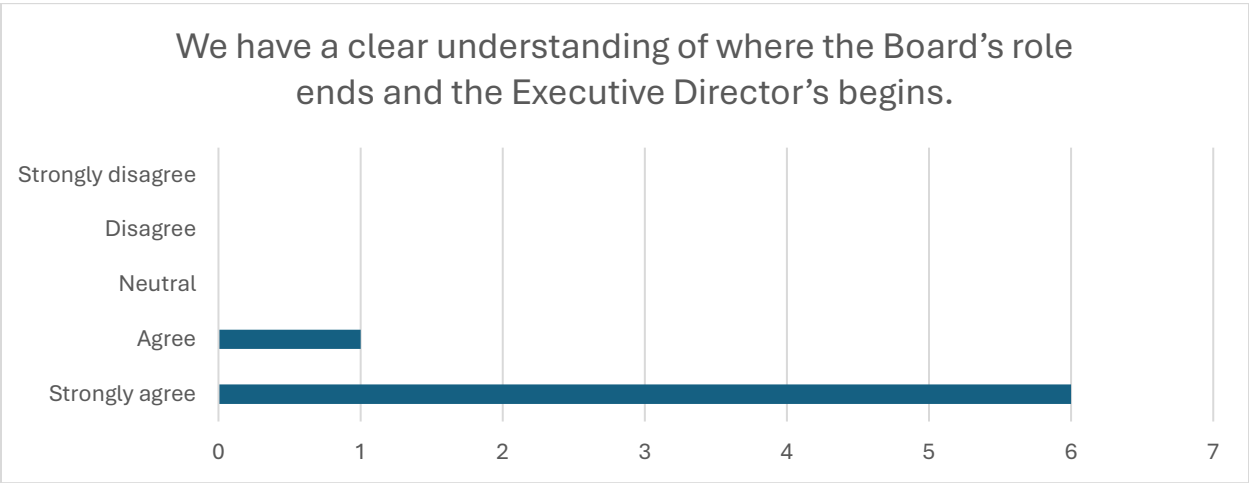
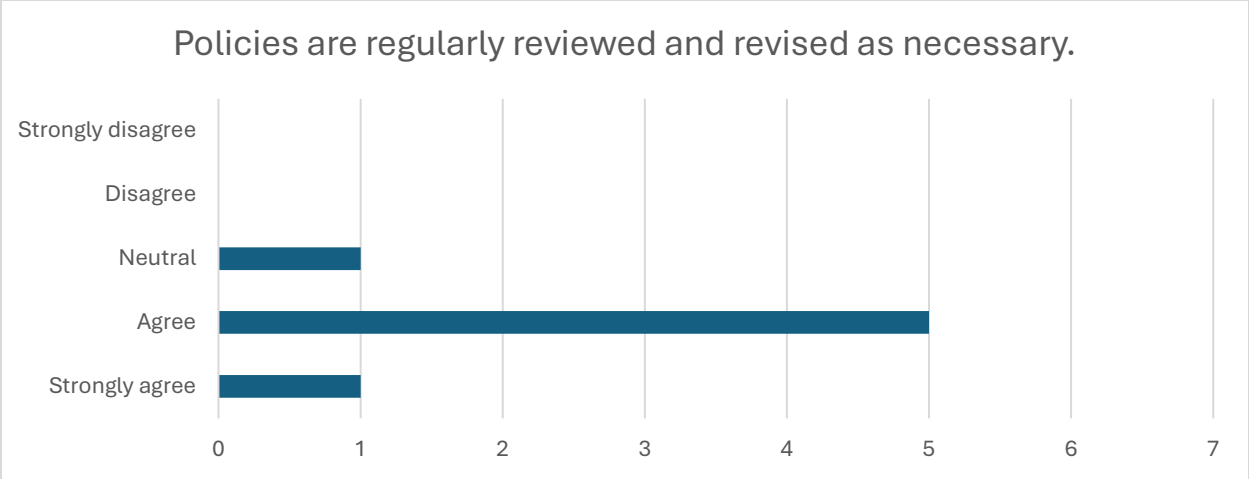




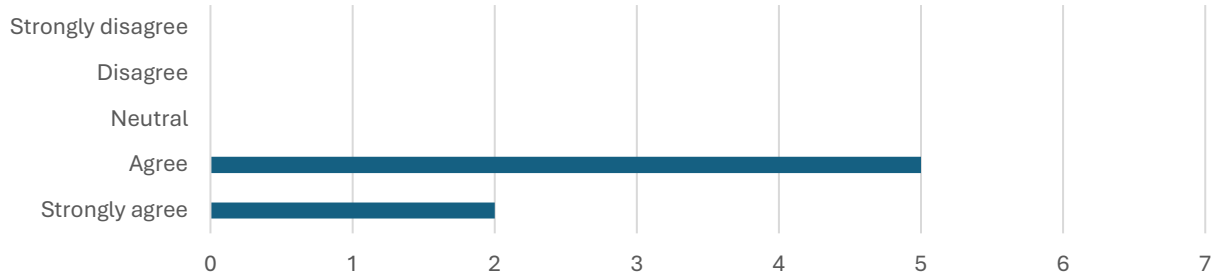




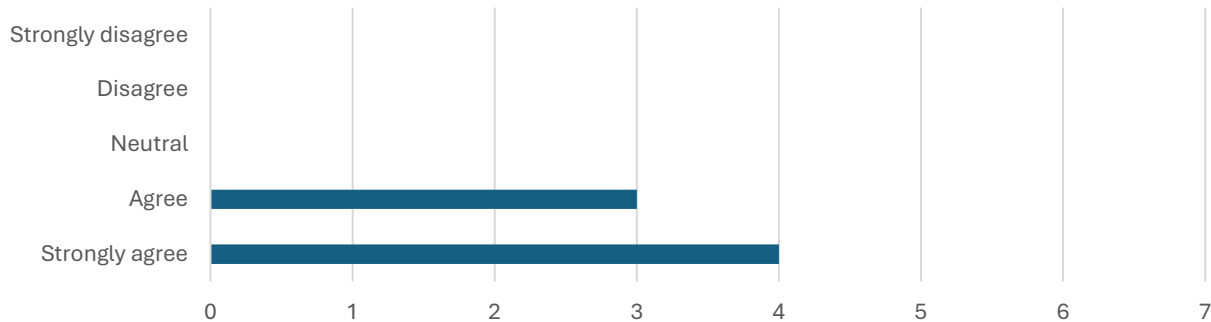




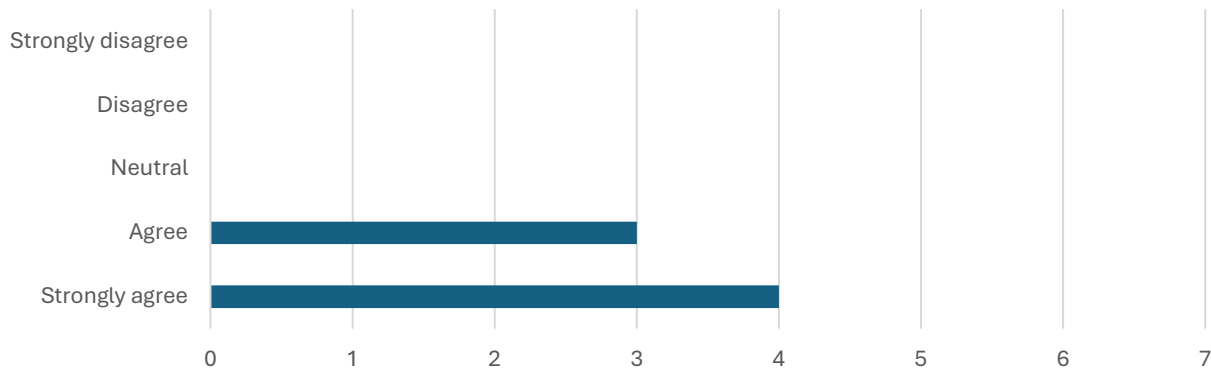
The Board has discussed and communicated to the Executive Director the kinds of information and level of detail we require.

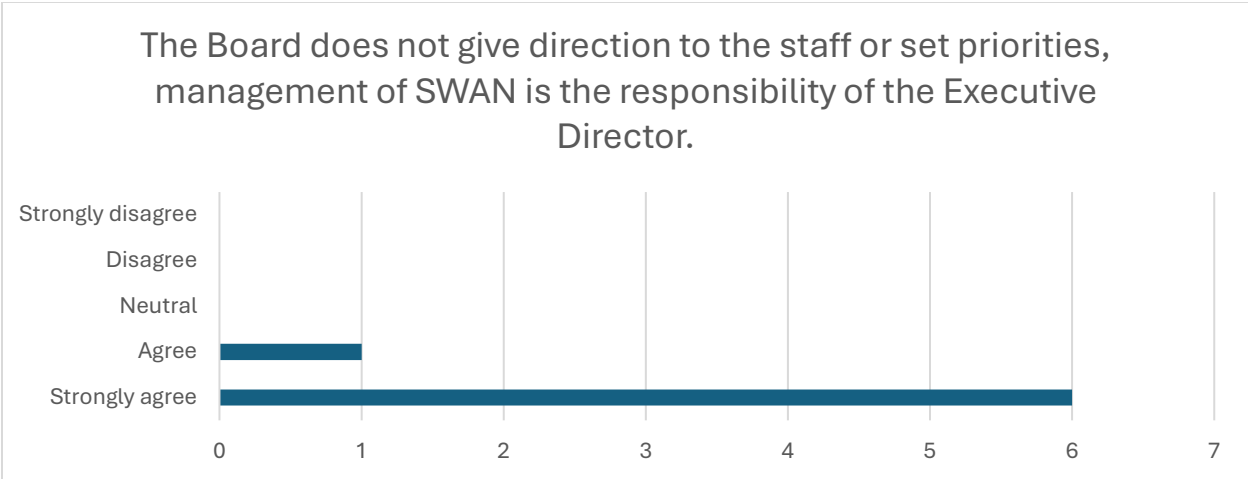


There is a formal process for the evaluation of the Executive Director.



The Board trusts the judgement of the Executive Director.





**Please feel free to leave comment on any of the topics above.**

I know the SP is something we need to get to, and admit I haven't looked at it or thought about it much recently :]

I do intend to thoroughly read (rather than scan) the packet before attending the board meetings, and understand that I would be a better advocate if I made a more consistent practice of doing so.

If I am on a committee, it has not met recently.





# SWAN Administrators' & Directors' Quarterly Meeting

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June 5, 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:

## Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Action Item – Approval of the March 5, 2025 Quarterly meeting minutes
5. Information Item—Board election results
6. Discussion Item—SWAN 2025 platform survey
7. Information Item—SWAN annual conference: Expo update
8. Information Item—Online patron registration project update
9. Announcements and Questions
10. Next meeting: September 4, 2025

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