SWAN BOARD MEETING AGENDA

April 18, 2025 9:30 a.m.

Roselle Public Library District
40 South Park Street
Roselle, IL 60172-2020

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 April 18, 2025 SWAN Board Meeting Agenda

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

4. Action Item – Approval of SWAN Financials, March 2025 (pgs. 3-8)

   a. Balance sheet and detail of expenditures for March 2025
   b. Approval of the payment of bills for March 1, 2025, through March 31, 2025 in the amount of $126,987.55

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

5. Action Item – Acceptance of the February 21, 2025, SWAN Board Meeting Minutes   (pgs. 9-11)

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

6. Information—Illinois State Library Advisory Committee (ISLAC) update

7. Reports
   a. Board President Report
   b. Executive Director Report (pgs. 12-18)
   c. Operations Report (pgs. 19-32)

d. Treasurer Report
e. Board Calendar   (pgs. 33-34)

8. Discussion—Platform satisfaction survey 2025 responses (p.35-56)

9. Discussion—SWAN statement/press release regarding IMLS funding (pgs. 57-58)

10. Discussion—Review Board self-evaluation survey (pgs. 59-64)

11. Adjournment

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

SWAN Board Member	Library	Office	Term Expires
Dawn Bussey	Glen Ellyn Public Library		July 1, 2027
Zach Musil	Tinley Park Public Library	Vice President	July 1, 2027
Anna Wassenaar	Blue Island Public Library		July 1, 2025
Colleen Waltman	Homewood Public Library		July 1, 2025
Jesse Blazek	Palos Heights Public Library	Secretary	July 1, 2025
Samantha Johnson	Roselle Public Library	Treasurer	July 1, 2026
Jennifer Cottrill	Midlothian Public Library	President	July 1, 2026

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SWAN Library Services
Balance Sheet
As of March 31, 2025

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	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	232,316.09
Hinsdale Bank - MM - 5010	2,151,681.35
IMET Funds	365,693.70
Propay Funds	42.86
Total Cash and Cash Equivalents	$ 2,749,734.00
Current Assets	
Accounts Receivable	56,571.76
REINT Receivable	-
Other Receivables	-
Deposits	23,467.08
Total Current Assets	$ 80,038.84
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(353,549.65)
Total Capital Assets, net	$ 14,229.21
Other Assets	
Intangible Right to Use Asset - Office Space	234,201.57
Accumulated Amortization - Right to Use Asset	(205,640.28)
Subscription Asset	1,933,499.27
Accumulated Amortization - Subscription Asset	(1,338,020.80)
Total Other Assets	$ 624,039.76
Total Assets	$ 3,468,041.81
LIABILITIES	
Current Liabilities	
Library Consortia Special Interest Group Funds	6,153.86
Accrued Payroll	57,702.49
Compensated Absences	122,929.42
Total Current Liabilities	$ 186,785.77
Long Term Liabilities	
Lease Liability - Right to Use Asset	35,466.58
Subscription Liability	230,629.50
Accrued Interest Liability - SBITA	6,659.48
Total Long Term Liabilities	$ 272,755.56
Total Liabilities	$ 459,541.33
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,893,173.82
Total Beginning Net Assets	$ 2,893,173.82
Current YTD Net Income	$ 115,326.66
Total Fund Balance	$ 3,008,500.48
Total Liabilities and Fund Balances	$ 3,468,041.81

Statement of Revenue and Expenses Summary
For the 9 Months Ended March 31, 2025

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$1,713.00	$2,157,375.48	$2,875,427.00	$ 718,051.52	75.03%
4100 - Membership Reimbursements	85.00	300,712.34	491,375.00	190,662.66	61.20%
4200 - Reimbursement for Losses	-	65,617.46	98,000.00	32,382.54	66.96%
4300 - Grant Revenue	-	375,461.76	500,616.00	125,154.24	75.00%
4400 - Registration & Event Receipts	-	7,560.00	5,000.00	(2,560.00)	151.20%
4500 - Investment & Interest	9,308.74	74,410.77	83,328.00	8,917.23	89.30%
Total Revenue	11,106.74	2,981,137.81	4,053,746.00	1,072,608.19	73.54%
Expenses					
5000 - Salaries & Wages	119,318.38	1,132,723.61	1,577,736.00	445,012.39	71.79%
5020 - Personnel Benefits	36,130.85	324,383.56	445,419.00	121,035.44	72.83%
5100 - Building & Grounds	294.35	53,023.95	97,410.00	44,386.05	54.43%
5200 - Professional Development	1,360.20	12,620.96	14,700.00	2,079.04	85.86%
5300 - Membership Development	-	5,061.21	10,750.00	5,688.79	47.08%
5400 - Information & Technology Services	90,636.12	859,546.25	1,206,700.00	347,153.75	71.23%
5500 - General Office	400.15	3,623.34	12,700.00	9,076.66	28.53%
5600 - Hardware & Equipment	-	1,673.14	2,000.00	326.86	83.66%
5700 - Insurance	1,782.81	13,681.81	11,400.00	(2,281.81)	120.02%
5800 - Contractual Services	10,524.20	100,470.99	125,760.00	25,289.01	79.89%
5900 - Library Materials & Content	57.00	355,120.45	584,375.00	229,254.55	60.77%
6000 - Interest & Fees	578.92	3,881.88	2,474.00	(1,407.88)	156.91%
Total Expenses	261,082.98	2,865,811.15	4,093,745.90	1,227,934.75	70.00%
Excess Revenues less Expenses	$ (249,976.24)	$ 115,326.66	$ (39,999.90)	$ (155,326.56)	

Statement of Revenue and Expenses
For the 9 Months Ended March 31, 2025

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 1,713.00	$ 2,153,661.48	$ 2,871,727.00	$ 718,065.52	75.00%
4011 - SWAN Internet Access Membership Fees	0.00	3,714.00	3,700.00	(14.00)	100.38%
4190 - Member Group Purchase Receipts	85.00	300,712.34	491,375.00	190,662.66	61.20%
4220 - Reimbursement Losses for Resource Sharing	0.00	36,761.75	50,000.00	13,238.25	73.52%
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	0.00	375,461.76	500,616.00	125,154.24	75.00%
4499 - Annual Conference Receipts	0.00	7,560.00	5,000.00	(2,560.00)	151.20%
4510 - Interest Income	9,308.74	74,410.77	83,328.00	8,917.23	89.30%
Total Revenue	11,106.74	2,981,137.81	4,053,746.00	1,072,608.19	73.54%
Expenses					
5000 - Salaries & Wages	119,318.38	1,132,723.61	1,577,736.00	445,012.39	71.79%
5021 - FICA Expense	8,791.78	83,997.54	120,700.00	36,702.46	69.59%
5023 - Worker's Compensation	0.00	0.00	4,719.00	4,719.00	0.00%
5024 - Retirement Benefits	11,229.66	107,550.78	143,700.00	36,149.22	74.84%
5025 - Health, Dental, Life And Disability Insurance	16,039.41	132,513.31	174,800.00	42,286.69	75.81%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	70.00	321.93	400.00	78.07	80.48%
5110 - Rent/Lease	0.00	35,824.09	88,000.00	52,175.91	40.71%
5120 - Utilities	294.35	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	0.00	1,872.43	960.00	(912.43)	195.04%
5150 - Custodial Service & Supplies	0.00	9,620.25	3,500.00	(6,120.25)	274.86%
5210 - Conference Travel	0.00	3,512.34	6,000.00	2,487.66	58.54%
5220 - Staff Meetings	780.20	1,567.62	900.00	(667.62)	174.18%
5230 - Staff Professional Development	425.00	5,268.00	4,000.00	(1,268.00)	131.70%
5240 - Professional Association Membership Dues	155.00	683.00	2,500.00	1,817.00	27.32%
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	54.00	6,314.11	16,800.00	10,485.89	37.58%
5430 - Server Software Licensing	6,436.91	104,240.49	121,800.00	17,559.51	85.58%
5440 - Library Services Platform	83,023.00	594,790.24	921,000.00	326,209.76	64.58%
5450 - Data Management Services	0.00	31,494.88	33,000.00	1,505.12	95.44%
5460 - Information Subscription Service	0.00	78,826.32	75,700.00	(3,126.32)	104.13%
5470 - Subscription Support Services	524.91	33,944.91	23,200.00	(10,744.91)	146.31%
5480 - Telecommunications	597.30	8,601.50	14,500.00	5,898.50	59.32%
5490 - Group Purchases - Services	0.00	1,333.80	700.00	(633.80)	190.54%
5510 - Office Supplies	324.60	1,669.30	2,200.00	530.70	75.88%
5520 - Postage	75.55	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	1,782.81	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	3,085.00	18,680.00	19,160.00	480.00	97.49%
5830 - Consulting	0.00	8,270.00	5,000.00	(3,270.00)	165.40%
5840 - Payroll Service Fees	359.54	3,488.79	4,500.00	1,011.21	77.53%
5860 - Notification & Collection	7,079.66	57,845.70	86,700.00	28,854.30	66.72%

Statement of Revenue and Expenses
For the 9 Months Ended March 31, 2025

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5899 - Annual Conference Facility Contract	0.00	12,069.00	8,900.00	(3,169.00)	135.61%
5920 - Reimburse for Resource Sharing	57.00	33,855.13	50,000.00	16,144.87	67.71%
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	578.92	3,881.88	2,424.00	(1,457.88)	160.14%
6020 - Merchant Account Fees	0.00	0.00	50.00	50.00	0.00%
6110 - Depreciation	0.00	0.00	2,321.90	2,321.90	0.00%
Total Expenses	261,082.98	2,865,811.15	4,093,745.90	1,227,934.75	70.00%
Excess Revenues less Expenses	$ (249,976.24)	$ 115,326.66	$ (39,999.90)	$ (155,326.56)	

SWAN Library Services
Check Register
All Bank Accounts
March 2025

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Chicago Public Library				11233	03/20/25	57.00
5920	Reimburse for Resource Sharing	Chicago Public Library	57.00			
Wellness Insurance Network-WIN				11234	03/20/25	167.68
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - March	167.68			
Unique Integrated Communications, Inc.				11235	03/20/25	7,079.66
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee Feb.	6,690.50			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices Feb.	389.16			
Comcast				51318	03/07/25	260.67
5480	Telecommunications	Comcast - Feb 11, 2025 to Mar 10, 2025	260.67			
Grove for Libraries				51319	03/17/25	83,023.00
5440	Library Services Platform	Grove for Libraries - Google Cloud Server (test server)	6,293.00			
5440	Library Services Platform	Grove for Libraries - Annual Aspen Production Server Maint.	19,800.00			
5440	Library Services Platform	Grove for Libraries - Annual Aspen Test Server Maint.	4,950.00			
5440	Library Services Platform	Grove for Libraries - Annual LiDA Hosting	7,200.00			
5440	Library Services Platform	Grove for Libraries - Annual LiDA Hosting (test server)	4,800.00			
5440	Library Services Platform	Grove for Libraries - Annual Support & development at 12 hours/month	28,000.00			
5440	Library Services Platform	Grove for Libraries - Google Cloud Server	11,980.00			
The Hartford, Inc.				51320	03/31/25	2,332.00
5700	Insurance	The Hartford, Inc. - W/C Insurance	2,332.00			
Reliance Standard Life Insurance Co.				51321	03/31/25	992.56
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - April	992.56			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Lauterbach & Amen, LLP				51322	03/31/25	3,085.00
5820	Accounting	Lauterbach & Amen, LLP - monthly servicces - Feb.	1,085.00			
5820	Accounting	Lauterbach & Amen, LLP - final billing on FY24 audit	2,000.00			
LIMRiCC				51323	03/31/25	20,582.83
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - March	20,582.83			
First Bankcard				51324	03/17/25	9,112.80
5220	Staff Meetings	First Bankcard - SWAN staff holiday luncheon	780.20			
5230	Staff Professional Development	First Bankcard - COSUGI registration - Totton	425.00			
5240	Professional Association Membership Dues	First Bankcard - ALA - Vela	155.00			
5420	Application Software Licensing	First Bankcard - Mailchimp	54.00			
5430	Server Software Licensing	First Bankcard - DNS made easy	141.84			
5430	Server Software Licensing	First Bankcard - Microsoft azure	6,295.07			
5470	Subscription Support Services	First Bankcard - Sendgrid	289.00			
5470	Subscription Support Services	First Bankcard - Statuscake yearly	195.92			
5470	Subscription Support Services	First Bankcard - Statuscake	39.99			
5480	Telecommunications	First Bankcard - Grasshopper	48.63			
5480	Telecommunications	First Bankcard - Microsoft calling plan	288.00			
5510	Office Supplies	First Bankcard - Home Depot	32.80			
5510	Office Supplies	First Bankcard - Home Depot	267.83			
5510	Office Supplies	First Bankcard - Amazon	23.97			
5520	Postage	First Bankcard -- postage	75.55			
ComEd				51325	03/21/25	294.35
5120	Utilities	ComEd - 1/9/25-2/10/25	294.35			
					Check List Total	126,987.55

SWAN BOARD MEETING MINUTES

March 21, 2025, 9:30 a.m.
Glen Ellyn Public Library
400 Duane Street
Glen Ellyn, IL 60137

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

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

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

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

    Aaron Skog, SWAN Executive Director
    Ginny Blake, SWAN Business Manager

    There was no public comment.

3. **Action Item**

    Acceptance of March 21, 2025, SWAN Board Meeting Agenda

    Bussey moved, seconded by Wassenaar that it be

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

    Motion carried by unanimous voice vote.

4. **Action Item**

    Approval of the SWAN Financials, February 2025

    Waltman moved, seconded by Johnson that it be

    > RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR FEBRUARY 1, 2025, THROUGH FEBUARY 28, 2025, AND ACCEPTS THE BALANCE SHEET AND DETAILS OF EXPENDITURES FOR FEBRUARY 2025

    Motion carried by roll call vote with the following results:

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

5. **Action Item**

Acceptance of February 21, 2025, SWAN Board Meeting Minutes

Blazek moved, seconded by Waltman that it be

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

Motion carried by unanimous voice vote.

6. **Reports**

a. **Board President Report**

b. **Executive Report**

Skog reviewed the Executive Director Report as reported in the board packet including a brief discussion on the Aspen Discovery Governance Task Force. A brief discussion also ensued with the board members on a survey SWAN would like to send out to the directors about ACH payments vs. printing and mailing A/P checks. A Finance Committee meeting to discuss will follow.

c. **Operations Report**

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

d. **Treasurers Report**

None

e. **Board Calendar**

The Board calendar was reviewed. The Self Evaluation Form will be reviewed and approved in April.

7. **Discussion Item** – SWAN 2025 project review

Skog discussed the 2025 projects as listed in the board packet.

8. **Discussion Item** -- Preliminary platform satisfaction survey 2025 responses

The board discussed the initial results of the platform survey, which will remain open until Friday, March 28th. The Likert ratings were changed from the previous year, so some discussion around "neutral" rating by libraries was if this truly was neutral or should be considered otherwise.

Cottrill adjourned the meeting at 10:49 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Jesse Blazek
Board Secretary

SWAN Executive Director Report

April 18, 2025

Update on activities

SirsiDynix contract negotiation
The information on SWAN's BLUEcloud Staff priorities were provided to our sales representative Stacy Betts last month on March 20th, along with our request for a two-year extension with escalation percentages favorable to SWAN.

There has not been any updates so I followed up with our Library Relations Manager Nicole Romyak. I suggested an in-person meeting at the COSUGI conference in Milwaukee on Wednesday, April 16th. I will be meeting with the heads of BLUEcloud development, our sales representative, and our Library Relations Manager. My goal is to keep the pressure on, so we have a favorable contract for May 1, 2025.

The COSUGI conference is a major priority for SirsiDynix, which is the likely cause of the contract delay. The company has recently announced its staff restructuring for BLUEcloud software development, along with its new ownership by the software company Harris at the start of the year. Scott Brandwein and Vickie Totton from SWAN will be presenting on Tuesday at the COSUGI conference "From Classroom to Library: Partnering with School Districts for Public Library Access."

My question to the SWAN Board is if we should plan a special meeting to review the completed SirsiDynix contract before May 1? I can sign the agreement, but if board action is desired, we would approve at the May 23, 2025 meeting.

ILA Public Policy Committee
I am entering my third and final year as a representative on the PPC and I have been asked to chair the committee for the upcoming year starting in July. PPC is entering a critical phase, and I will make sure to update the SWAN Board on PPC activities.

Currently, PPC chair Laura Long (Fremont Public Library) has two committee working groups underway to follow up on a strategy session held in February (unfortunately both Laura and I could not attend due to illness). Our goal is to build continuity between PPC iterations each year as there was concern this is lost as committee representatives leave PPC. I will be part of one of the working groups.

The PPC meeting on Monday, April 7th was a review of the current list of submitted bills in the Illinois legislature. The bill tracking is updated and shared on the ILA website under PPC. What was interesting was that ILA lobbyist Derek Blaida advised the committee to wait until the legislative process reaches a

deadline on Friday, April 11th which will result in a completely different bill list. Navigating the Illinois legislative process is tricky, and PPC is relying on Derek to bring the committee priorities through this step. On top of all this is the havoc at the Federal level on the US economy and it is splitting the Illinois Democratic caucus on how to adjust its revenue budget projections for upcoming fiscal year.

HR Source conference

I attended the Altogether HR conference at NIU Naperville on Thursday, April 10th. There were around 300 attendees, many from public libraries. I am in my third year as a member of the HR Source board and was provided with free attendance. The conference sessions pertaining to employment law were my focus, which included new pay transparency regulations presented by the Illinois Department of Labor. The important takeaway on pay transparency for SWAN is that we are complying with our posting for new positions, but we need to make sure that all position postings must be shared with all employees, whether or not you think anyone on staff would apply for the position, e.g. Network Security Administrator.

Grove for Libraries SWAN hosting press release

I worked with Tara Wood, UX Manager, on the press release with Grove for Libraries about our recent experience switching to their hosting and support. You can read the press release on the Grove website. This will be shared widely once it is included in the Marshal Breeding monthly email Library Technology Reports.

Illinois ePAY integration investigation

Hillside Public Library approached SWAN about integration of their recent switch from a point-of-sale system with Comprise to one with Illinois ePAY. I typically get involved with any e-commerce integration within SWAN should the occasion arise. The ePAY solution allows the library to use credit card readers using chip & PIN (also called EMV) and tap & pay. The goal is to have staff-initiated payments made with the website for ePAY talk back to SWAN's Symphony ILS and update the user record once a payment has been made.

I have approached SirsiDynix about this integration and we are discussing the options. Illinois ePAY is free for public libraries to use, and recently the consortium CCS has completed some integration between ePAY and its Polaris ILS. As part of a first step, Illinois ePAY offered to provide SWAN at no cost the same device used by Hillside, and to enroll SWAN in the ePAY service. We have received the device and the SWAN ePAY account is now active, which will be used solely for software development and testing. If we are successful, there are ten SWAN member libraries including Hillside using Illinois ePAY which could potentially benefit. Strategically for SWAN member libraries, if successful, this could be expanded to include online payment in Aspen Discovery and more libraries would have a credit card payment solution with the latest features such as tap & pay.

Here is the SWAN libraries listed on the ePAY website.
1. Acorn

2. Evergreen Park
3. Green Hills
4. Hillside
5. Hinsdale
6. Indian Prairie
7. Midlothian
8. Roselle
9. St Charles
10. Warrenville

Aspen Governance task force

The task force that I chair continues to meet bi-weekly. We have a working group that is reviewing governing documents from other library open-source projects that have created their own entities, typically a 501c3. The task force has also been requested to provide some interim governance within the Aspen Community, such as setting policies and procedures. The goal is to have the official board seated in July and continue work on policies and enroll the new organization in the Open Library Foundation.

RAILS LLSAP grant payment received

The final quarter payment from RAILS for the LLSAP grant to SWAN was received. This will be reflected in the financial statements next month.

Unpaid invoices write-off

Next month we will present a recommendation to the SWAN Board to 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.

RAILS Consortia Committee meeting

The committee meeting will be held on Monday, April 21 at 10 a.m. I will be attending the meeting via Zoom as I have commitments that morning preventing me from attending in person. The agenda and packet for this meeting has not be posted at this time, but will be shared on the RAILS committee webpage.

Board considerations

ISLAC update

Ted Bodewes of Thomas Ford Library will attend the SWAN Board meeting on April 18th and provide an update on the Illinois State Library Advisory Committee.

SWAN Platform Survey analysis

The survey closed on Friday, March 28th. There were 75 libraries that participated. SWAN management team analysis of the comment data began the following week. The platform survey comments were analyzed using two methods.

First, we took all comments and used Google Gemini AI to process them and provide a summary and an action plan. This was a very interesting and largely successful result, but we needed to verify the AI output against the human analysis of the SWAN management team.

The second method was a thorough review by sorting the comments by platform and into themes and issues using an online Miro board. Each comment was divided and organized.
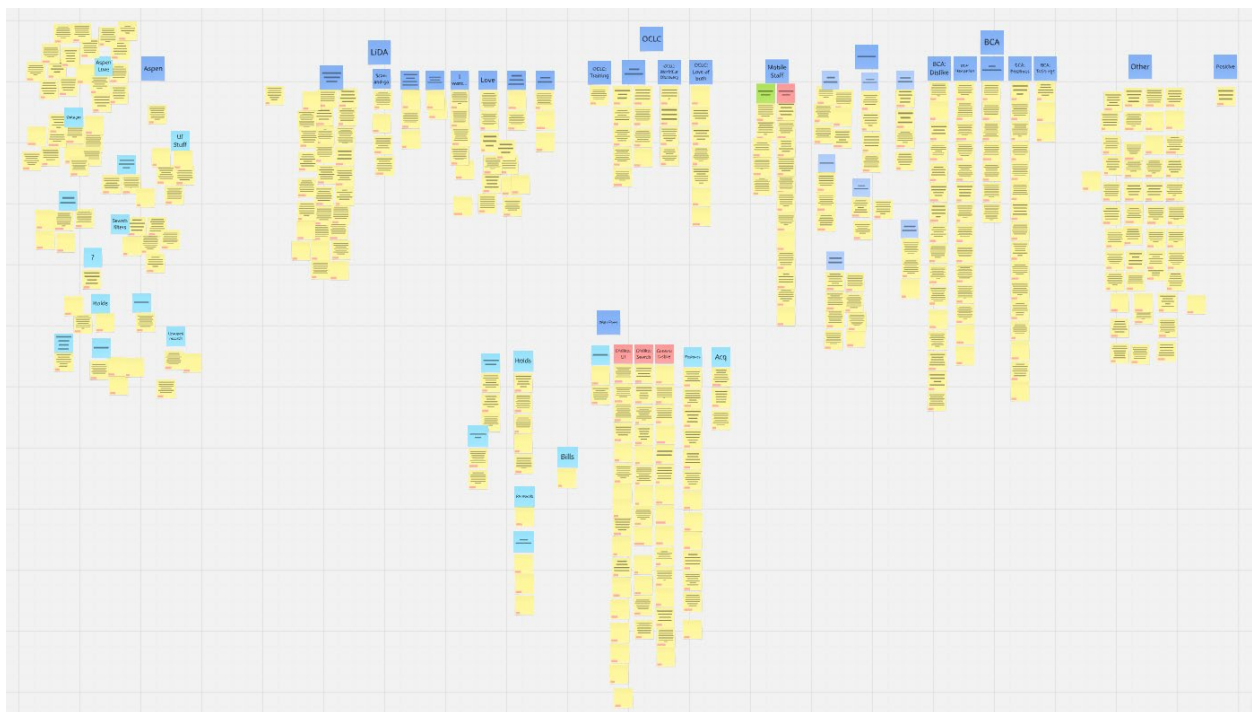

Figure 1 SWAN 2025 survey comments sorted using Miro board

There were several areas of the comments that AI overly focused on, such as one comment about cataloging batch processing, and other areas such as prioritizing search functionality enhancements in WorkFlows are not feasible due to limitations of the platform. The end result is included in the SWAN Board packet.

I completed the analysis of ratings by platform. For this year, I included the use of an average score for each platform. This average score and range is detailed in Appendix A of the document. The average score is then determined to fall within the range of the five choices of very satisfied, satisfied, neutral, dissatisfied, and very dissatisfied.

Press release from SWAN on IMLS funding

I was contacted by a reporter from the Naperville Sun/Chicago Tribune on Thursday, April 10th. We were scheduled to speak the following day, but she requested a reschedule for the following week. Her email stated the following:

> "My name is Tess Kenny, and I'm a reporter with the Naperville Sun/Chicago Tribune. I'm reaching out because I'm pursuing a story about how the threatened IMLS cuts may affect library systems and organizations across Illinois, and I was hoping to connect with SWAN for the piece.
>
> "If possible, I'd love to arrange an interview with Executive Director Aaron Skog. Might Aaron have any time for a call either later this afternoon or tomorrow? Let me know what works best and we can go from there. Thank you, and I hope to hear back soon."

I thought this would be a good opportunity for SWAN to release a press statement on IMLS funding. The goal would be to communicate to the public and voice support with Illinois legislators. I have included a draft of the statement in the SWAN Board packet. This statement would be shared via the SWAN public website and potentially posted as a banner on every member library catalog (with the option to have it removed of course).

Monthly Financial Report

March Balance Sheet

The Fund Balance Unrestricted line for March is $2,707,185.661 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 75% 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 March 2025	Percentage of budget YTD 75%
Total Revenue	$4,053,746.00	$2,981,137.81	74%

Total Expenses		$4,093,745.90	$2,865,811.15	70%
Over / (Under)		**($39,999.90)**	**$115,326.66**	

Accounts Receivable

4010 - SWAN Full Membership Fees: 75.00%

3rd quarter invoices were sent out in January 2025, reflecting 75% 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: 75%

The 3rd quarter payment was made to SWAN totaling $125,153.92 in January.

4510 – Interest Income: 89.30%

SWAN's Money Market rate for March is 4.53% which has been dropping slowly after a high of 5.59% rate in June. Interest income from the IMET Convenience Fund was 3.4% for March.

Accounts Payable

5110 – Rent/Lease: 40.71%

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

5120—Utilities: 117.79%

Over budget for year, but expenses will remain low as SWAN no longer has natural gas payments in the new office space.

5140—Repairs & Maintenance: 195.04%

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.

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: 104.13%
EBSCO Novelist Select and ProQuest Syndetic Solutions subscription paid for the full year.

5470 – Subscription Support Services: 146.31%
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 for the include a benchmarking analysis of all SWAN employee positions and project consulting for the OCLC Holdings Manager (OHM).

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: 160.14%
SWAN utilizes services within its bank such as positive pay and ACH which for the year are totaling higher than anticipated.

Operations Report: March 2025

Summary

Membership engagement activities and statistics are reported through the month-end of February 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 March 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
3/6/2025	SWAN Quarterly Meeting	All	Governance
3/11/2025	Aspen Networking Group	User Experience; Administration	Membership Meeting
3/13/2025	Site Visit (CWS)	Information Technology & System Support	Consultation
3/13/2025	e-Resource Working Group	User Experience	Membership Meeting
3/19/2025	Circulation Working Group	All	Membership Meeting
3/21/2025	SWAN Board Meeting	Administration	Governance
3/25/2025	SWAN Fireside Chat	All	Membership Meeting

User Group and Advisory Meeting Recap

Aspen Networking (3/11/2025)

The Aspen Networking Group met in person at Oak Brook Public Library. Attendees signed up for lighting talks to demo what their libraries have done with Aspen. Aspen Networking chairs Melissa Siddiqui and Paul Dobersztyn presented on browse category statistics analysis and a new holds feature available in purchase suggestions. The group also completed an activity to create an Aspen wish list.

E-resource Working (3/13/2025)

Olivia Montolin lead the E-Resource Working Group in their first meeting of the year. The group reviewed their responsibilities and worked on their project for the year, which is creating a standard, ready-to-go Explora profile for public libraries. The profile will be available for any library that does not currently have any Explora profiles and wish to implement it without having to go through EBSCO.

Circulation Working (3/19/2025)

Crystal Vela led the Circulation Working Group in a productive meeting focused on auditing the New Manager's Checklist. This work will inform the current development of the customized onboarding checklists for all staff.

Major Projects & Research

Aspen Discovery

Server migration and support

The Aspen server migration completed the evening of Tuesday, March 25th and we are now live on hosting and support with Grove for Libraries. We are already very happy with performance and responsiveness from Grove; they have identified dips in performance before SWAN staff or library staff were even aware of them and continue to tweak performance to ensure our catalog is responsive for patrons and staff.

Following our transition to Grove, SWAN staff are now meeting weekly to review development priorities and test upcoming development. Previously, SWAN staff met monthly with our support vendor and submitted tickets for development requests, which were prioritized by the vendor. With Grove, SWAN prioritizes our development requests and chooses how we would like to use our monthly support hours; we also have the option to co-sponsor development with other Aspen libraries which we're currently investigating for several requests around user lists. This process provides more flexibility and paths to complete the development SWAN prioritizes through user groups, tickets, and the annual survey.

Series pages and enhancements

Due to the migration timeline, we did not update to the Aspen 25.03 release which included the work that SWAN financially sponsored with Grove to enhance the display and findability of series in Aspen. We will receive both the 25.03 and 25.04 updates at the same time, which will go live on April 16th.

SWAN staff are currently testing the series enhancements, and we're very excited to present them to the membership. The new series pages, previously generated by Novelist Select and now generated natively in Aspen, include customization features that will allow SWAN staff to quickly address issues with series display. We plan to enable the new pages April 23rd.

IT Infrastructure & Security

Lexii Klopp has continued working on configuration of the new monitoring server. She has also been reaching out to self-maintenance libraries that do not have SNMP configured correctly (the protocol that allows us to monitor the health of the VPN tunnels) and working to have that connection established. She has also been auditing our Azure environment and flagging orphaned resources for review and subsequent deletion.

Ticketing System – HaloITSM

In preparation for the Halo ITSM launch, we have been working on developing the API commands used to export users from L2 and create users in Halo, to ensure seamless authentication. We have successfully tested an export and will be able to have the initial batch of users ready to go once we've cleaned up the script output. This process will then be automated to update hourly, allowing newly hired library staff to access SWAN services shortly after the creation of their L2 account.

HaloITSM will go live with the SWAN membership on Tuesday, April 29th.

Training Strategy

Work on the training strategy continues. SWAN staff are working to plan and prioritize ideas for future trainings. The Bibliographic Services consultants, Sam and Lucas, continue to develop a training path for staff and managers working in technical services (cataloging and acquisitions) and they will demonstrate their progress at the April 10th Cataloging Working Group meeting. Sam has built the first of a set of acquisitions trainings, which will go live to the membership in April.

Single Sign-On

The SWAN Community Forums officially went live using L2 authentication via Ping on Tuesday, April 1st. When users visit forums.swanlibraries.net, they are presented with a new SWAN-branded login window from Ping. When the user clicks *Sign On with L2*, they are redirected to L2 and prompted to log in before being returned to the forums. However, if the user is already signed into L2, clicking the sign on button will immediately pass the user through to the forums. This is the first service, aside from our Support Site, to use L2 for authentication. When the new ticketing system launches in late April, authentication will behave similarly.

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
3/6/2025	Aspen Gathering	All	Partnerships
3/18/2025	Aspen Community Meeting	All	Partnerships
3/25/2025	Grove for Libraries Go-Live Check-in	All	Partnerships
3/26/2025	SirsiDynix SureSailing	All	Partnerships
3/28/2025	Illinois ePAY Consultation	Administration	Partnerships

Support, Documentation, and Training

Details on support tickets, documentation, and training.

System Maintenance & Outage Calendar

📅	Aspen Catalog/LiDA Down	An apparent issue with Apache on the new server caused the entire system to ...	Wed 11/13/2024 4:00 PM	Thu 11/14/2024 5:00 PM	Outage, Aspen
📅	Aspen Production Release		Wed 11/20/2024 12:00 AM	Thu 11/21/2024 12:00 AM	Aspen
📅	Aspen/LiDA unavailable at certain l...	ByWater's attempts at resolving the prior Aspen DDoS attack resulted in both ...	Wed 11/20/2024 10:30 AM	Wed 11/27/2024 4:00 PM	Outage, Aspen
📅	Aspen Test Release		Fri 12/6/2024 12:00 AM	Sat 12/7/2024 12:00 AM	
📅	Aspen Production Release		Wed 12/18/2024 12:00 AM	Thu 12/19/2024 12:00 AM	
📅	Aspen/Hoopla Integration Issues	Number of checkouts remaining is not displaying correctly and checking items...	Thu 1/2/2025 4:30 PM	Thu 1/2/2025 7:00 PM	Vendors, Aspen
📅	SWAN App Non-Responsive	The LiDA app became unresponsive on Saturday morning. ByWater was notifi...	Sat 1/11/2025 10:00 AM	Sat 1/11/2025 12:00 PM	Outage, Aspen
📅	Aspen/Boundless Issue	Boundless API disabled due to issues with checkouts and holds	Thu 1/16/2025 4:30 PM	Thu 1/16/2025 5:00 PM	Vendors, Aspen
📅	Missing titles in checkout history	Titles added to checkout history during the DDoS attack were not saved.	Thu 1/23/2025 12:30 PM	Thu 1/23/2025 1:00 PM	Aspen
📅	LiDA/SWAN Libraries+ Down	The SWAN Libraries+ app and Aspen LiDA app are down.	Mon 1/27/2025 10:00 AM	Mon 1/27/2025 5:00 PM	Outage, Aspen
📅	LiDA/SWAN Libraries+ Down	The SWAN Libraries+ app and Aspen LiDA app are down.	Mon 2/3/2025 2:30 PM	Mon 2/3/2025 4:00 PM	Outage, Aspen
📅	Checkout History Missing in Patro...	Reports of missing checkout history lists in patron accounts on Aspen and LiD...	Fri 2/7/2025 11:30 AM	Wed 2/12/2025 7:00 AM	Aspen
📅	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

Outage Tracking

Aspen checkout history

We are working with Grove to partially restore any lost checkout history data that we can, and we expect this to be implemented in April. Some patrons will experience permanent data loss, and SWAN is directing libraries to utilize the features in Aspen to manually add titles to checkout history for those patrons whose data cannot be restored.
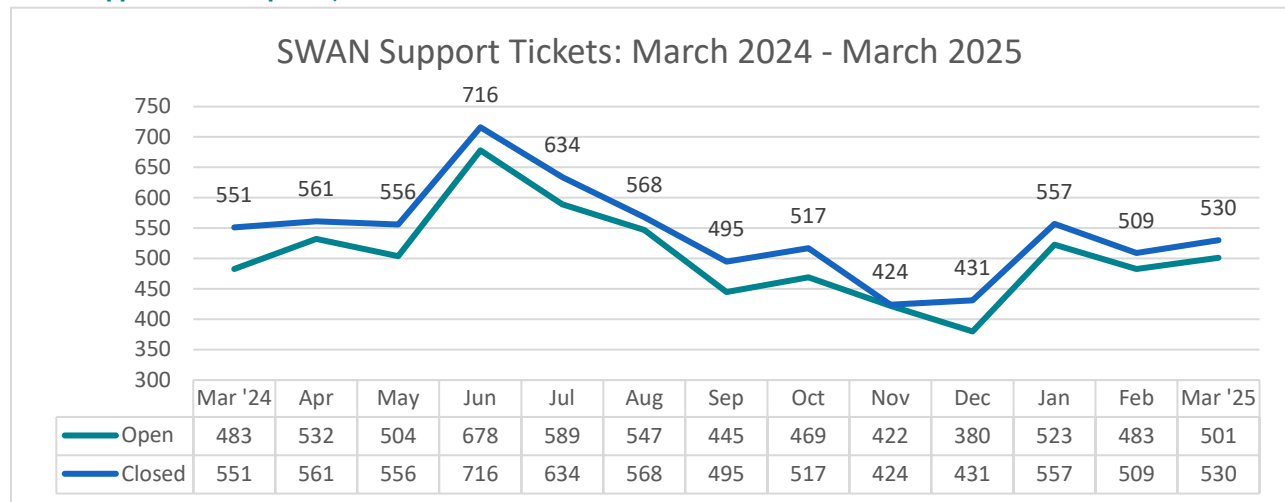
Boundless integration in Aspen

The Boundless integration in Aspen has been disabled since January 17th, due to issues with the Boundless API which caused titles available titles to appear as unavailable in Aspen. The integration was fixed in the 25.03 release which goes live to our members on April 16th.
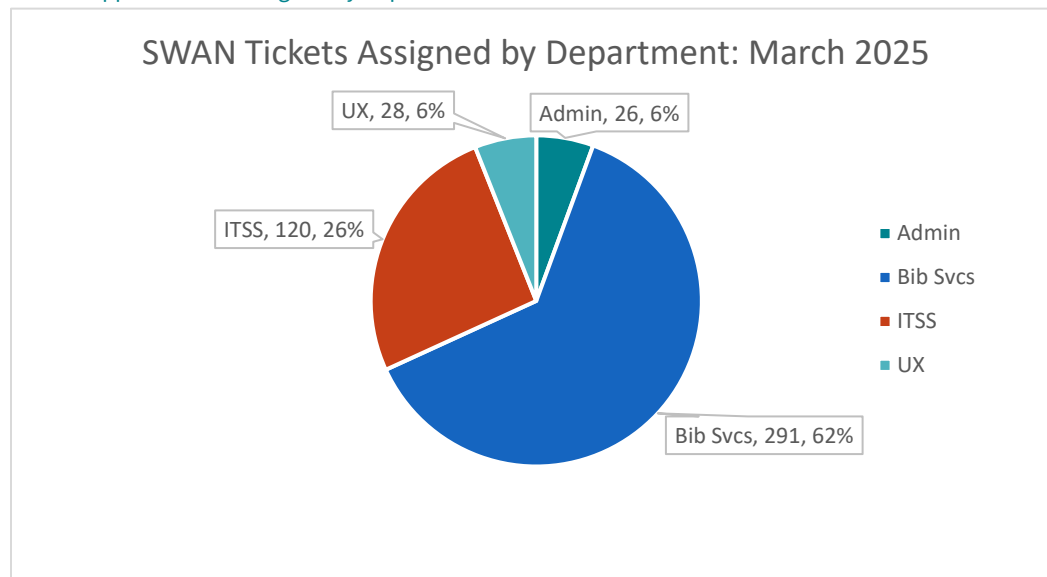
Support Tickets

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

SWAN Support Tickets: March 2024 - March 2025

	Mar '24	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar '25
Open	483	532	504	678	589	547	445	469	422	380	523	483	501
Closed	551	561	556	716	634	568	495	517	424	431	557	509	530

Data labels reflect tickets closed each month.

SWAN Support Tickets Assigned by Department

SWAN Tickets Assigned by Department: March 2025

UX, 28, 6%
Admin, 26, 6%
ITSS, 120, 26%
Bib Svcs, 291, 62%

- Admin
- Bib Svcs
- ITSS
- UX

E-resources

Chicago Tribune pilot with RAILS

Four SWAN member libraries are part of the Chicago Tribune pilot program with RAILS. Olivia Montolin worked closely with technical support for the Chicago Tribune to get the libraries set up with OpenAthens for remote authentication. Full subscription is open for any RAILS library to start July 1. The subscription is for digital access to the Chicago Tribune website and the digital daily paper.

Support Site

Lucas McKeever and Crystal Vela added documentation regarding [Pirated A/V content](#) to help library staff identify pirated A/V materials before purchase, after purchase, and how to handle it if already entered into the catalog.

The first round of usability testing for the redesigned support site was very recently completed with library staff from SWAN user groups. We plan to complete an additional round of testing before the May 20th go-live date, and we are also evaluating the scope of the rollout based on our online patron registration timeline.

Training Modules & Recordings

Learning Management System (SWAN Online Learning)

We added 17 new users in March to the SWAN online learning management system.

On-site Training and Consultation

The Bibliographic Services Team met with Itasca on March 18 to discuss best practices for a successful fiscal year rollover.

Staff Development

Olivia attended the Electronic Resources & Libraires (ER&L) Conference located in Austin, Texas in March. She attended sessions on user experience, external relationships, e-resource management, and organizational strategies. Highlights included presentations by the New York Public Library, learning about how generative AI can be used to better organize FAQ pages, and a presentation by the University of Toronto library on improving e-resource problem reporting.

Maintenance

Automatic Monthly Patron Record Removal

In March, we purged 3,954 inactive patrons from the database.

We have pushed back our move to purging patrons after five years instead of seven. The first seven-year purge will occur in April. SWAN recommends purging all patron records with last activity date prior to 5/1/2015 regardless of outstanding bills.

MessageBee Statistics

SMS notifications

There was a slight uptick in SMS failures in March. This was attributed to AT&T adding a spam block that primarily impacted OPS patrons. This block has been removed.
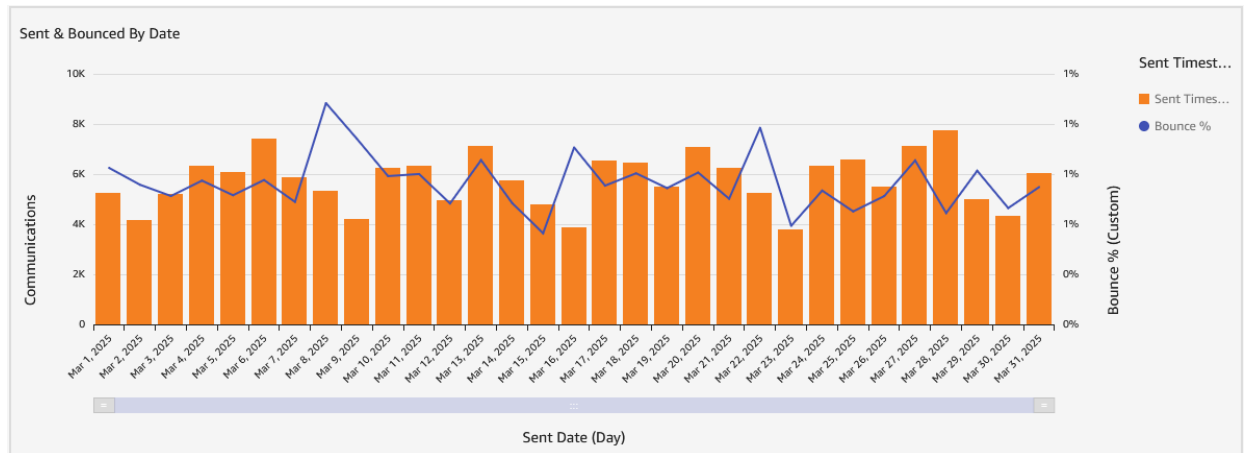
Month, Yr	SMS Sent	Success Count	Success Rate	Failed Count	Failure Rate
March, 2024	56,938	56,287	98.86%	651	1.14%
April, 2024	57,823	57,196	98.92%	627	1.08%
May, 2024	58,436	57,840	98.98%	596	1.02%
June, 2024	60,479	59,835	98.94%	644	1.06%
July, 2024	64,639	63,356	98.02%	1,283	1.98%
August, 2024	63,348	61,743	97.47%	1,605	2.53%
September, 2024	62,149	61,470	98.91%	679	1.09%
October, 2024	63,337	62,349	98.44%	988	1.56%
November, 2024	59,852	59,411	99.26%	441	0.74%
December, 2024	57,982	57,555	99.26%	427	0.74%
January, 2025	66,595	66,142	99.32%	453	0.68%
February, 2025	56,198	55,799	99.29%	399	0.71%
March, 2025	62,374	61,557	98.69%	817	1.31%

Sent & Bounced By Date
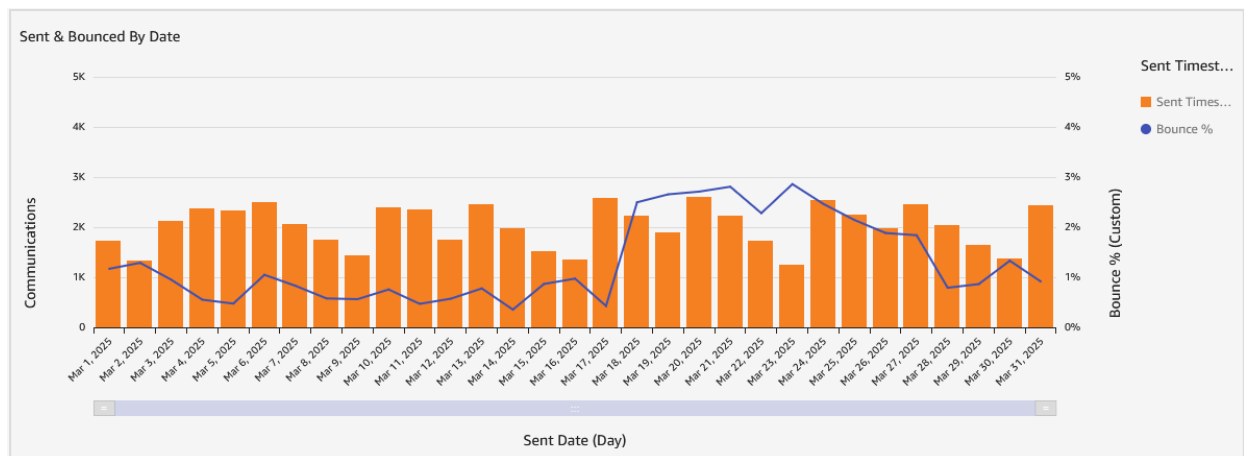
Email notifications

Month, Yr	Email Sent	Success Count	Success Rate	Failed Count	Failure Rate
March, 2024	170,447	169,363	99.36%	1,084	0.64%
April, 2024	168,979	167,812	99.31%	1,167	0.69%
May, 2024	173,226	171,978	99.28%	1,248	0.72%
June, 2024	178,488	176,976	99.15%	1,512	0.85%
July, 2024	191,096	189,650	99.24%	1,446	0.76%
August, 2024	186,461	185,127	99.28%	1,334	0.72%
September, 2024	187,593	185,426	98.84%	2,167	1.16%
October, 2024	187,542	185,930	99.14%	1,612	0.86%
November, 2024	173,709	172,286	99.18%	1,423	0.82%
December, 2024	167,610	166,323	99.23%	1,287	0.77%

January, 2025	191,909	190,518	99.28%	1,391	0.72%
February, 2025	162,363	161,023	99.17%	1,340	0.83%
March, 2025	175,183	173,960	99.30%	1,223	0.70%

Voice notifications

Month, Yr	Total Calls Attempted	Success Count	Success Rate	Failed Count	Failure Rate
March, 2024	6,977	6,692	95.92%	285	4.08%
April, 2024	7,075	6,748	95.38%	327	4.62%
May, 2024	7,263	6,943	95.59%	320	4.41%
June, 2024	7,185	6,843	95.24%	342	4.76%
July, 2024	7,774	7,402	95.21%	372	4.79%
August, 2024	7,542	7,190	95.33%	352	4.67%
September, 2024	7,113	6,784	95.37%	329	4.63%
October, 2024	7,308	6,928	94.80%	380	5.20%
November, 2024	6,742	6,414	95.13%	328	4.87%
December, 2024	6,543	6,208	94.88%	335	5.12%
January, 2025	7,927	7,555	95.31%	372	4.69%
February, 2025	6,469	6,213	96.04%	256	3.96%
March, 2025	6,888	6,615	96.04%	273	3.96%
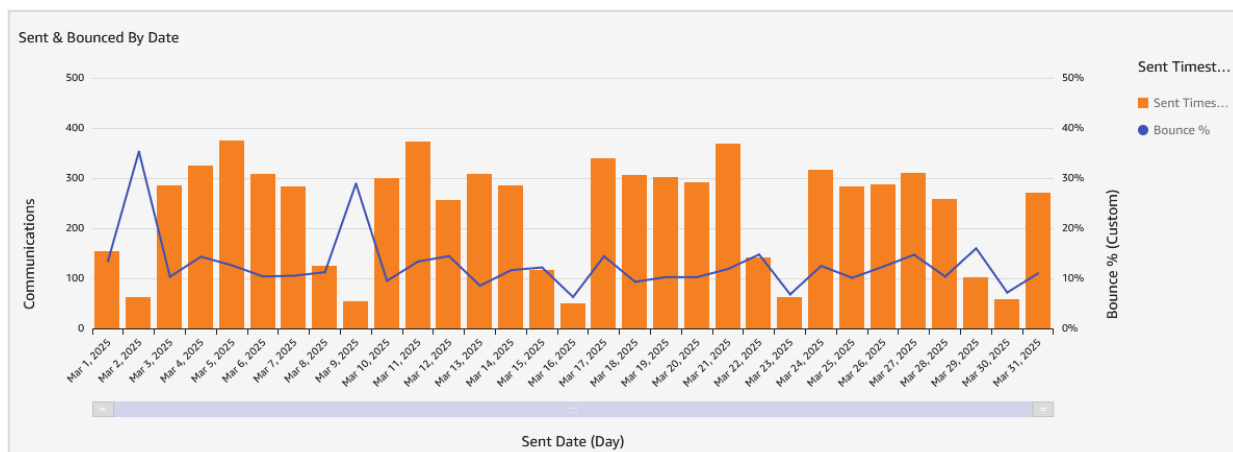
Print Notices

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

SendGrid Statistics

				Addresses				Messages	
Month/Yr	Total Requests	Total Processed	Success Rate (Delivered)	Bounced	Marked as Spam	Invalid	Blocks	Bounce Drops	Spam Drops
Mar, '24	63,300	61,349	99.16% (60,835)	153	4	14	589	1,794	143
Apr, '24	70,264	68,177	99.03% (67,521)	148	3	24	935	1,931	132
May '24	75,532	73,381	98.92% (72,593)	162	14	22	1,405	2,003	126
Jun '24	83,855	82,001	98.95% (81,140)	200	6	40	1,492	1,672	142
Jul '24	82,085	79,731	98.76% (78,747)	232	8	38	1,558	2,066	250
Aug, 24	78,843	76,460	98.88% (75,545)	210	10	38	1,517	2,087	258

Sep, 24	66,608	64,428	98.75% (63,626)	194	2	34	1,018	1,890	256
Oct, 24	68,891	66,570	98.92% (65856)	158	5	24	1,080	2,083	214
Nov, '24	61,629	59,468	98.91% (58,825)	141	3	31	765	1,907	223
Dec, '24	63,697	62,180	97.55% (60,660)	136	3	23	901	2,088	194
Jan, '25	73,534	70,321	98.77% (69,455)	213	4	29	1,097	2,925	259
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

Appendix: Statistics

Cataloging & Collections

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

OCLC Cataloging Counts

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

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2021*	41	53	54	73	49	88	49	71	80	65	72	104	**799**
Copy 2021*	1,632	1,847	1,911	1,480	1,720	1,756	1,580	1,916	2,367	1,463	2,295	1,802	**21,769**
Orig** 2022	84	143	93	57	106	97	52	133	87	74	55	77	**1,058**
Copy** 2022	1,808	2,283	2,059	2,299	2,239	1,886	1,976	2,706	1,944	1,918	2,010	2,275	**25,403**
Orig 2023	114	123	187	197	164	146	57	38	34	104	111	40	**1,315**
Copy 2023	2,925	2,213	2,352	1,819	2,630	2,310	1,752	2,215	1,875	2,338	1,968	1,838	**26,235**
Orig 2024	134	149	127	132	125	80	129	63	99	80	80	73	**1,271**
Copy 2024	2,072	1,936	1,633	1,967	1,727	1,630	1,658	1,293	1,652	2,030	2,002	2,107	**21,707**
Orig 2025	116	96	145										
Copy 2025	2376	2147	1832										

Records Added in 2025

In March, 43,194 new items were added to our database, including 6,822 new catalog records.

Now that we are halfway through the decade, our collection contains just over half as many materials published since 2020 as it does materials published in the prior decade. About 18.5% of our collection
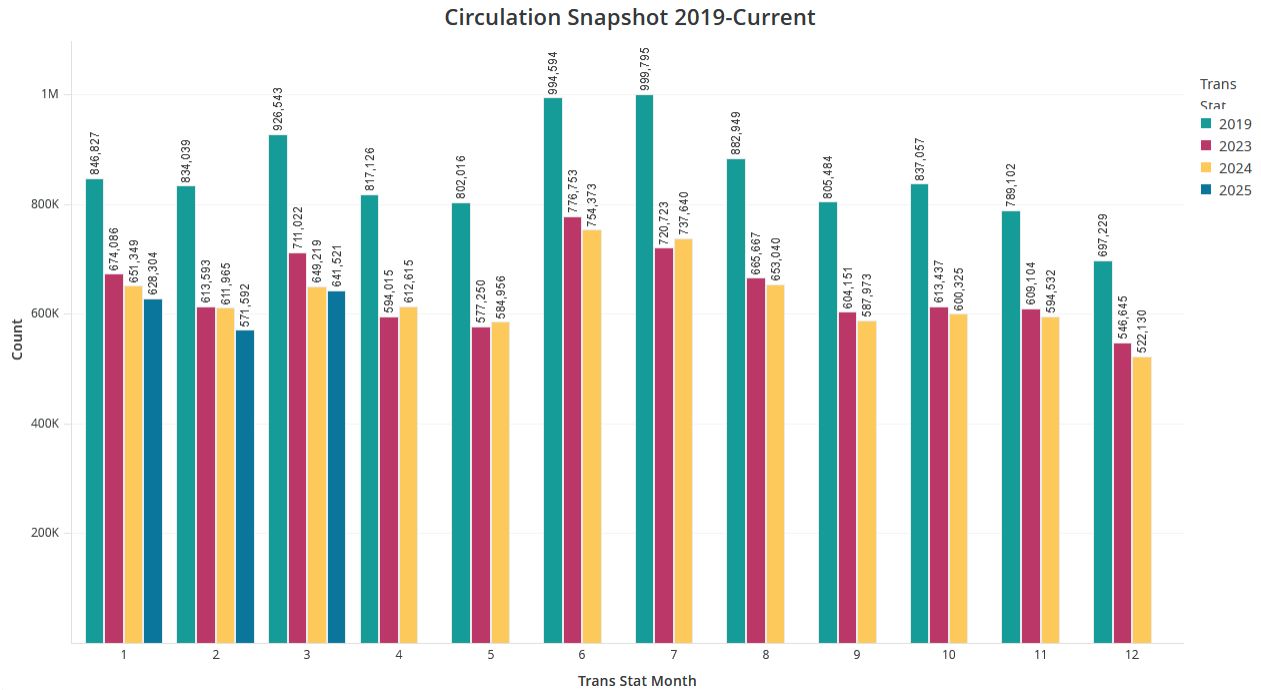
was published on or after 2020.

Title Count by Publication Year
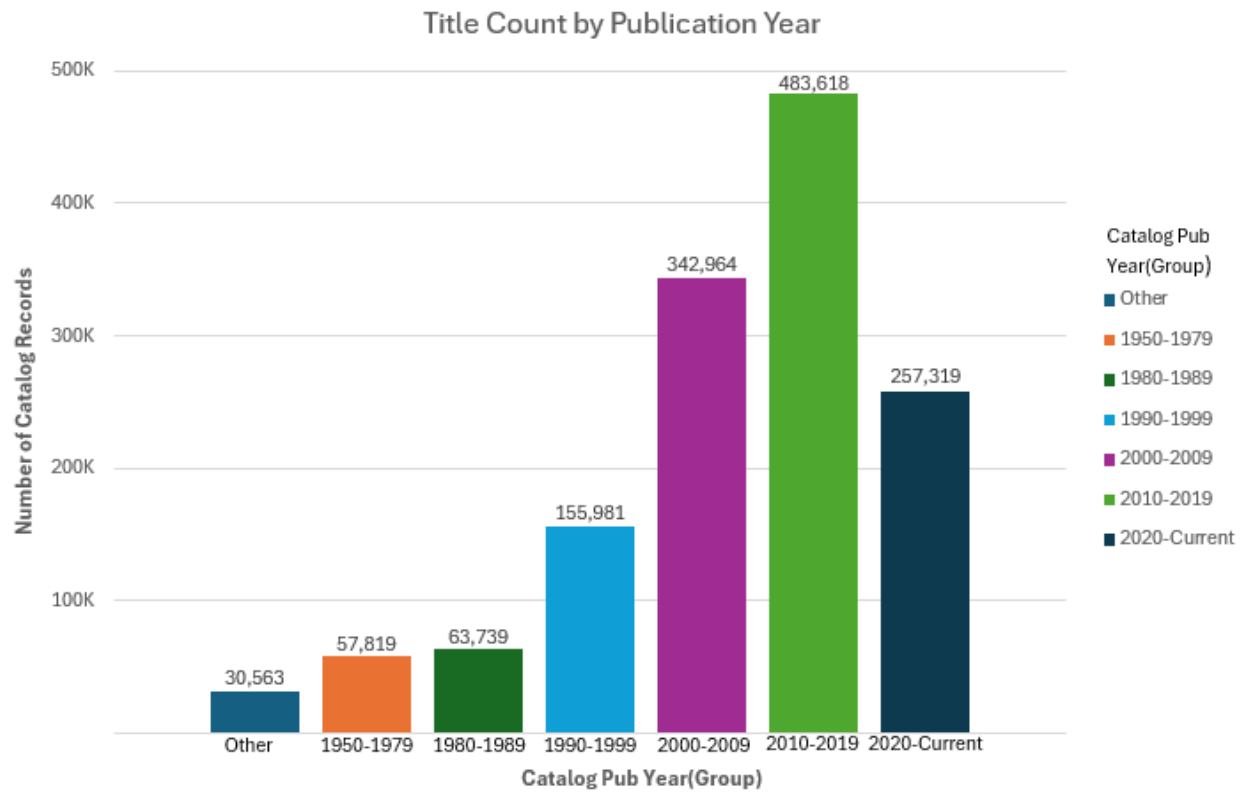
Circulation

Monthly total comparison since 2019

In March, we had 641,521 systemwide circulations, which is 98.8% of the rate in March 2024 and 69.2% of the pre-pandemic count from March 2019.

Circulation Snapshot 2019-Current

Interlibrary Loan & Resource Sharing

In March, Interlibrary loan checkouts between SWAN members was 102,235 for 17% of total checkouts.

Reciprocal borrowing between SWAN libraries totaled another 21% of total checkouts at 126,493 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 2.06 items lent for each item borrowed. We lent 2,809 items and 21 copies and borrowed 1,360 items and 27 copies.

Online Public Catalog - Aspen

Top 25 Searches in Aspen (March 2025)

1. freida mcfadden
2. dog man
3. spring
4. wicked
5. sunrise on the reaping
6. the one and only bob
7. library of things
8. minecraft
9. nintendo switch
10. easter
11. james patterson
12. the women
13. pokemon
14. anora
15. broken country
16. harry potter
17. james
18. conclave
19. let them
20. the housemaid
21. dogman

22. kristin hannah

23. colleen hoover

24. sonic

25. invincible

Results Pageviews in Aspen
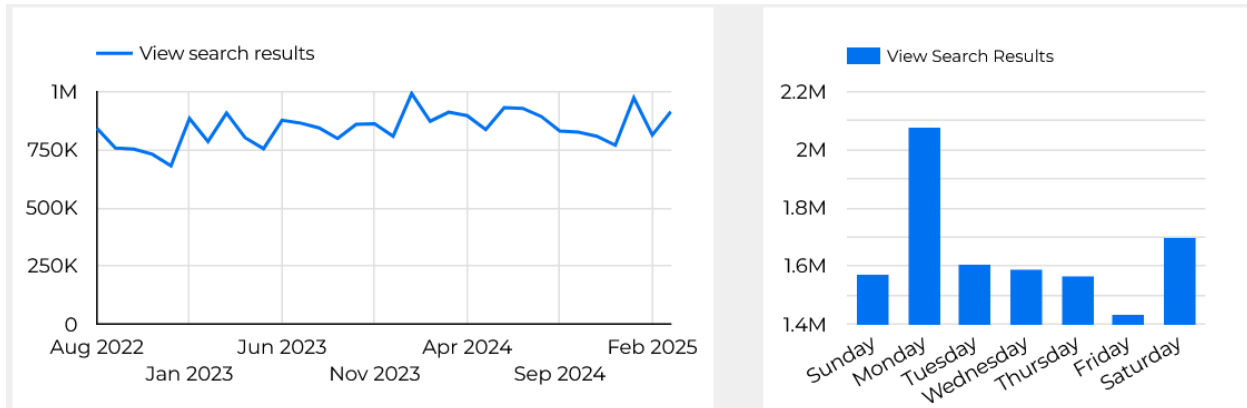
Usage of Recommendations

This data measures clicks on title recommendations presented to patrons.

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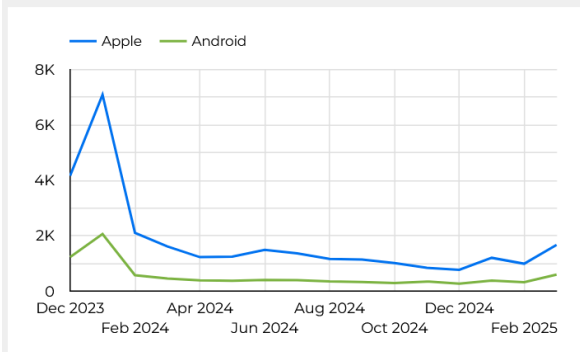
- "Syndetics" refers to Syndetics Unbound recommendations, which were enabled in some catalogs from November 2023 to May 2023
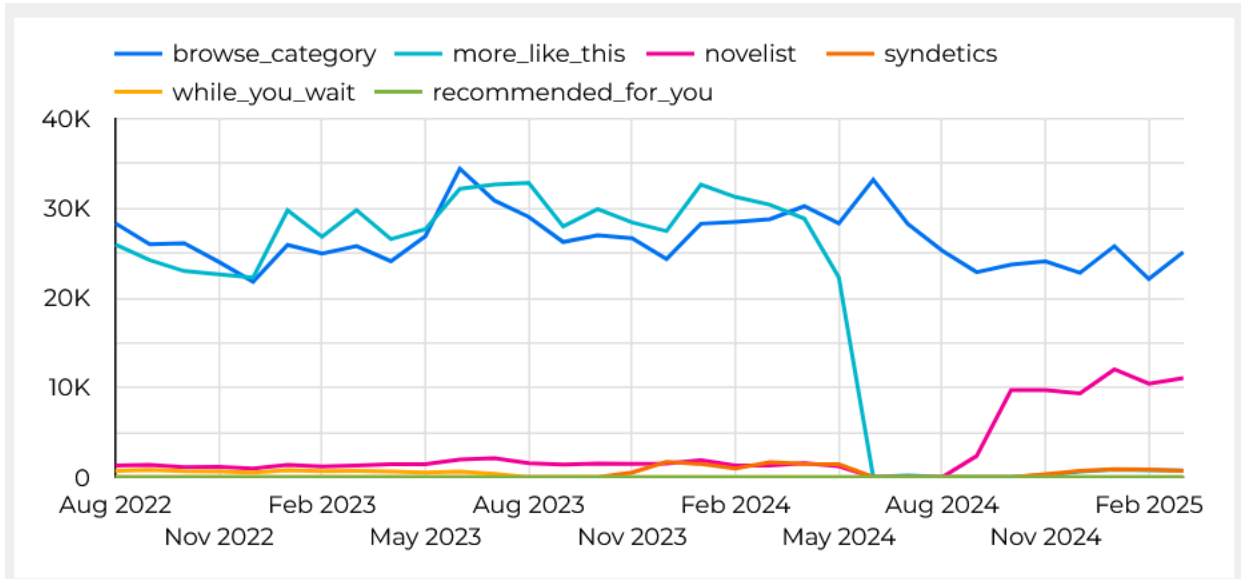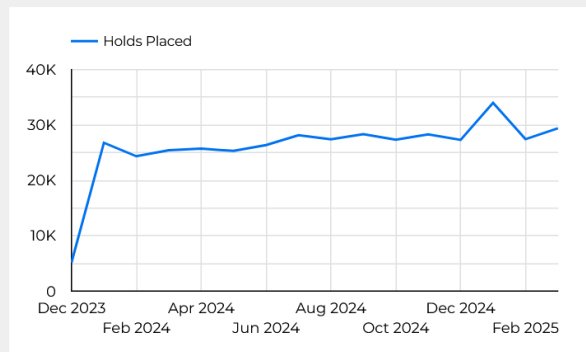

SWAN Libraries + App – Aspen LiDA

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

DATE	MEETING TYPE	ACTION ITEMS
Friday, July 19, 2024	Regular SWAN Board Meeting	Elect Officers: President, VP, Treasurer, Secretary & Complete Signature Card Changes for Bank Accounts. OMA Officers must complete training. Nominate for committees. Approve schedule for regular board meetings for next 12 months.
Friday, August 16, 2024	Regular SWAN Board Meeting	Meeting often conflicts with SWAN Expo. Decision on recommend to cancel meeting.
Thursday, September 5, 2024	SWAN Quarterly Meeting	Introduce new SWAN Board members
Friday, September 20, 2024	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
Friday, October 18, 2024	Regular SWAN Board Meeting	Aaron begins work on FY26 budget, brings questions to SWAN Board if needed.
Friday, November 22, 2024	Regular SWAN Board Meeting	Board accepts FY24 audit. Aaron to bring FY26 Budget draft; Board discuss Fees and determines next steps. Board approves meeting dates for 2025 calendar
Friday, December 20, 2024	Regular SWAN Board Meeting	Review of FY26 Budget Draft
Friday, January 24, 2025	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
Tuesday, February 4, 2025	Committee of the Whole meeting (virtual)	Meeting to discuss FY26 budget, fees, and reserves worksheet.
Friday, February 21, 2025	Regular SWAN Board Meeting	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.
Thursday, March 6, 2025	SWAN Quarterly Meeting	Roll call vote to approve SWAN budget. Announce Board election process.
Friday, March 21, 2025	Regular SWAN Board Meeting	
Friday, April 18, 2025	Regular SWAN Board Meeting	Review and approve Board Self Evaluation Form; assign date for completion.
Friday, May 23, 2025	Regular SWAN Board Meeting	Review Board Self-Evaluation Results.
Thursday, June 5, 2025	SWAN Quarterly Meeting	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 20, 2025	Regular SWAN Board Meeting	Review/Write Off Allowance for Doubtful Accounts. Director Evaluation - Provide results and discuss (Executive Session).

SWAN Board & Membership Meeting Schedule 2024 - 2025

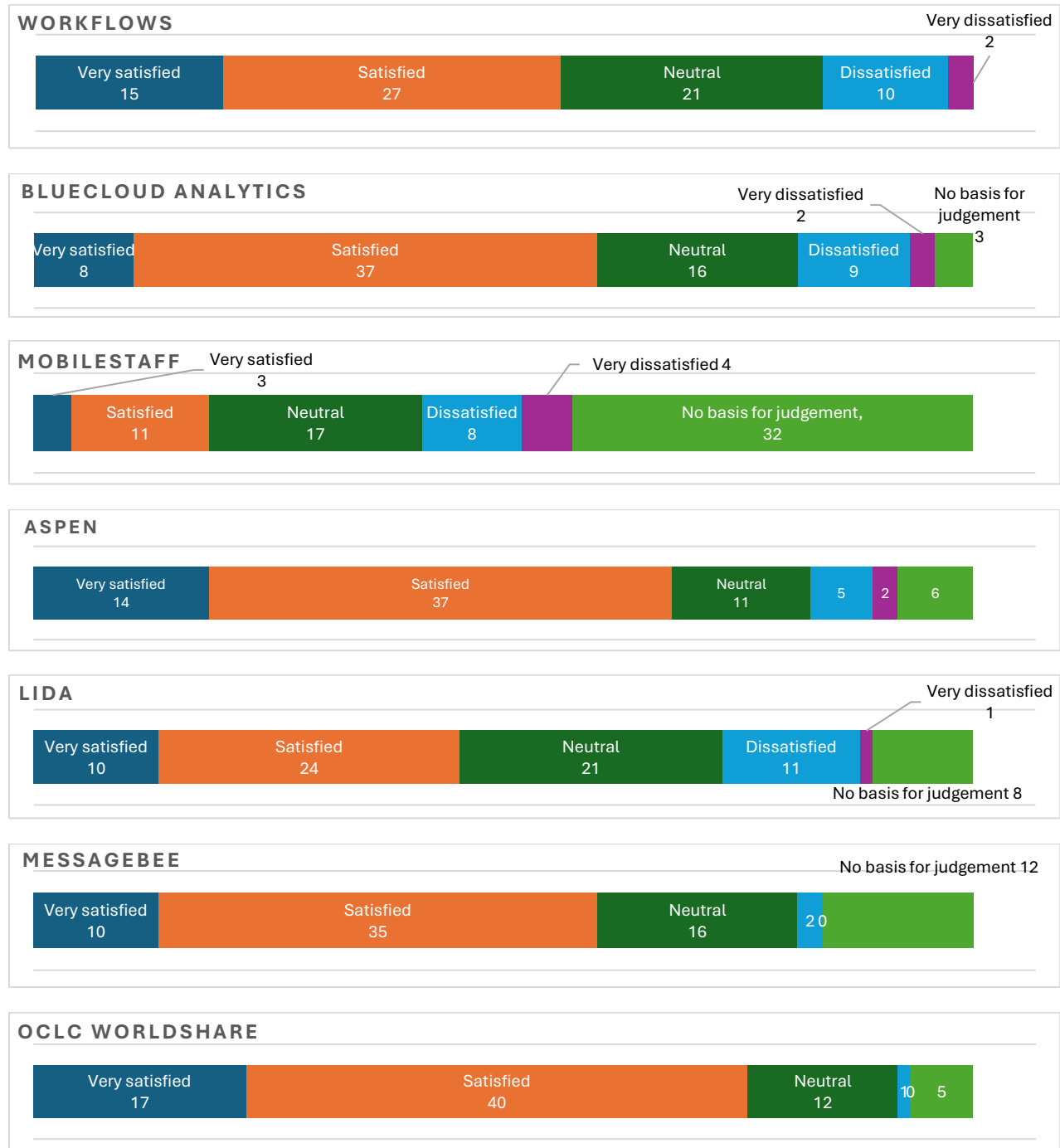|		
Friday, January 19, 2024	Regular SWAN Board Meeting	Homewood Public Library
Friday, February 16, 2024	Regular SWAN Board Meeting	Roselle Public Library District
Thursday, March 7, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, March 22, 2024	Regular SWAN Board Meeting	Bloomingdale Public Library
Friday, April 19, 2024	Regular SWAN Board Meeting	Bloomingdale Public Library
Friday, May 17, 2024	Regular SWAN Board Meeting	Blue Island Public Library
Thursday, June 6, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, June 21, 2024	Regular SWAN Board Meeting	Midlothian Public Library
Friday, July 19, 2024	Regular SWAN Board Meeting	SWAN headquarters
Friday, August 16, 2024	Regular SWAN Board Meeting	Canceled
Thursday, September 5, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, September 20, 2024	Regular SWAN Board Meeting	Glen Ellyn Public Library
Friday, October 18, 2024	Regular SWAN Board Meeting	Tinley Park Public Library
Friday, November 22, 2024	Regular SWAN Board Meeting	Tinley Park Public Library
Thursday, December 5, 2024	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, December 20, 2024	Regular SWAN Board Meeting	Blue Island Public Library
Friday, January 24, 2025	Regular SWAN Board Meeting	Blue Island Public Library
Tuesday, February 4, 2025	Committee of the Whole meeting (virtual)	Zoom meeting
Friday, February 21, 2025	Regular SWAN Board Meeting	Glen Ellyn Public Library
Thursday, March 6, 2025	SWAN Quarterly Meeting	Oak Brook Public Library
Friday, March 21, 2025	Regular SWAN Board Meeting	Roselle Public Library District
Friday, April 18, 2025	Regular SWAN Board Meeting	Roselle Public Library District
Friday, May 23, 2025	Regular SWAN Board Meeting	Palos Heights Public Library
Thursday, June 5, 2025	SWAN Quarterly Meeting	Oak Brook Public Library

SWAN

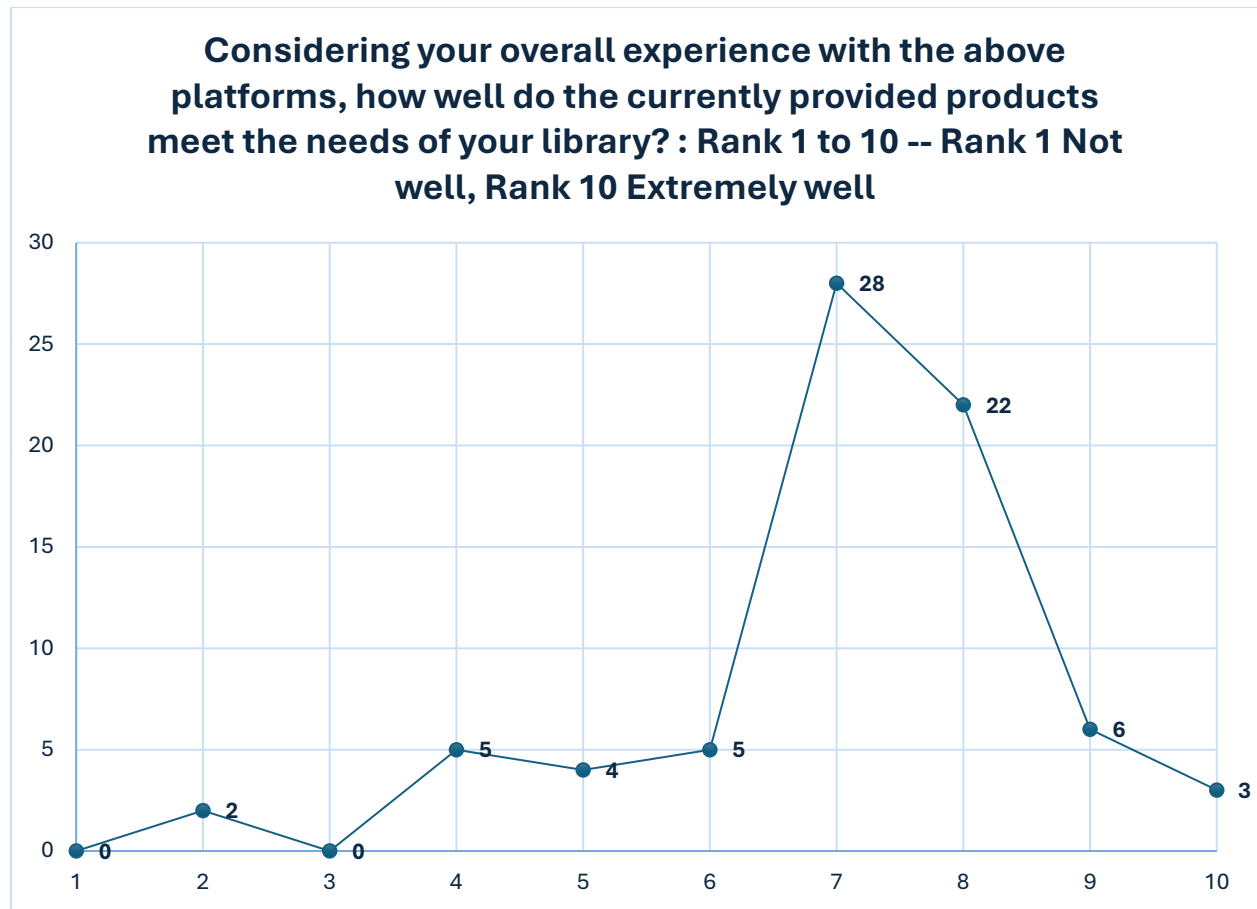# Membership Satisfaction with Library Services Platform: 2025

Analysis of the ratings, rankings, & comments

Produced by Aaron Skog, Cynthia Romanowski, Ian Nosek, Tara Wood, Scott Brandwein
4-11-2025

Bar chart comparisons by service platform

WORKFLOWS

| Very satisfied 15 | Satisfied 27 | Neutral 21 | Dissatisfied 10 | Very dissatisfied 2 |

BLUECLOUD ANALYTICS

| Very satisfied 8 | Satisfied 37 | Neutral 16 | Dissatisfied 9 | Very dissatisfied 2 | No basis for judgement 3 |

MOBILESTAFF

| Very satisfied 3 | Satisfied 11 | Neutral 17 | Dissatisfied 8 | Very dissatisfied 4 | No basis for judgement, 32 |

ASPEN

| Very satisfied 14 | Satisfied 37 | Neutral 11 | 5 | 2 | 6 |

LIDA

| Very satisfied 10 | Satisfied 24 | Neutral 21 | Dissatisfied 11 | Very dissatisfied 1 | No basis for judgement 8 |

MESSAGEBEE

| Very satisfied 10 | Satisfied 35 | Neutral 16 | 2 | 0 | No basis for judgement 12 |

OCLC WORLDSHARE

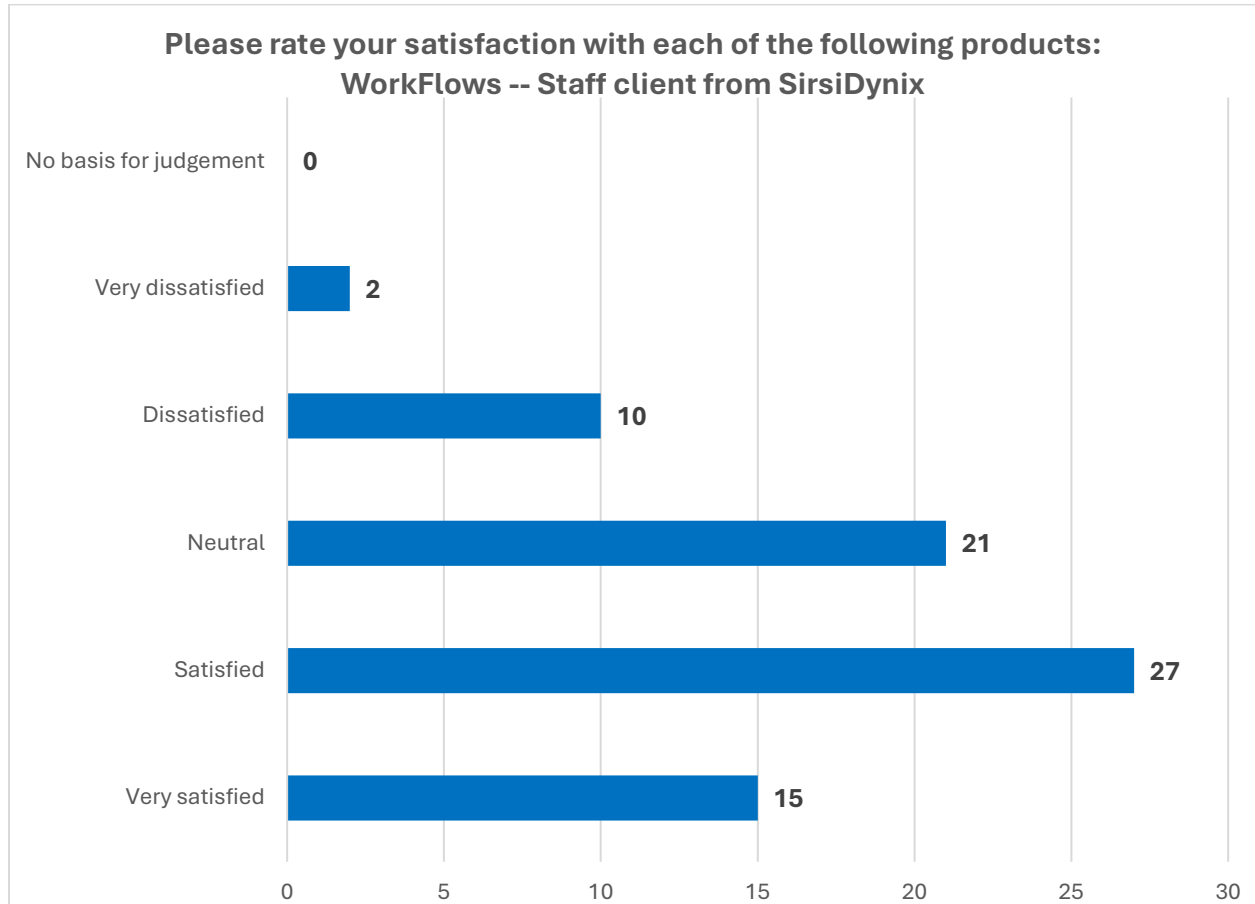| Very satisfied 17 | Satisfied 40 | Neutral 12 | 1 | 0 | 5 |

Overall experience: 2025 ranking

Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well


Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library? : Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well	Membership Ranking Counts	% of total
1	0	0%
2	2	3%
3	0	0%
4	5	7%
5	4	5%
6	5	7%
7	28	37%
8	22	29%
9	6	8%
10	3	4%
	75	**100%**

WorkFlows

Please rate your satisfaction with each of the following products: WorkFlows -- Staff client from SirsiDynix

| No basis for judgement | 0 |
Very dissatisfied	2
Dissatisfied	10
Neutral	21
Satisfied	27
Very satisfied	15

Please rate your satisfaction with each of the following products: WorkFlows -- Staff client from SirsiDynix	Response Counts	WorkFlows score
Very satisfied	15	15
Satisfied	27	54
Neutral	21	63
Dissatisfied	10	40
Very dissatisfied	2	10
No basis for judgement	0	0
Number of respondents	**75**	**2.43**
	WorkFlows average score result:	**Satisfied**

BLUEcloud Analytics
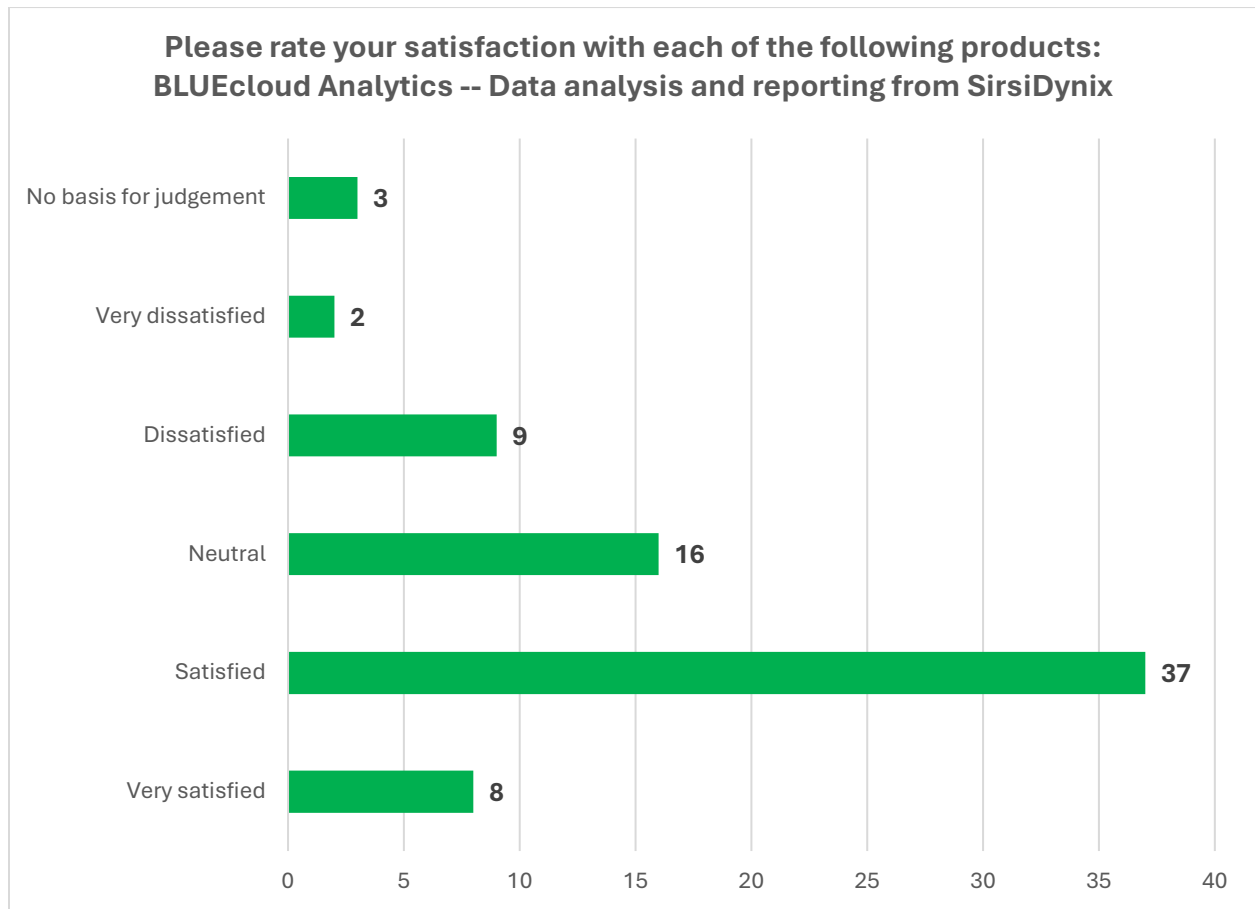
Please rate your satisfaction with each of the following products:
BLUEcloud Analytics -- Data analysis and reporting from SirsiDynix

| No basis for judgement | 3 |
Very dissatisfied	2
Dissatisfied	9
Neutral	16
Satisfied	37
Very satisfied	8

Please rate your satisfaction with each of the following products: BLUEcloud Analytics -- Data analysis and reporting from SirsiDynix	Response Counts	BLUEcloud Analytics score
Very satisfied	8	8
Satisfied	37	74
Neutral	16	48
Dissatisfied	9	36
Very dissatisfied	2	10
No basis for judgement	3	0
Number of respondents	**72**	**2.44**
BLUEcloud Analytics average score result:		**Satisfied**

MobileStaff
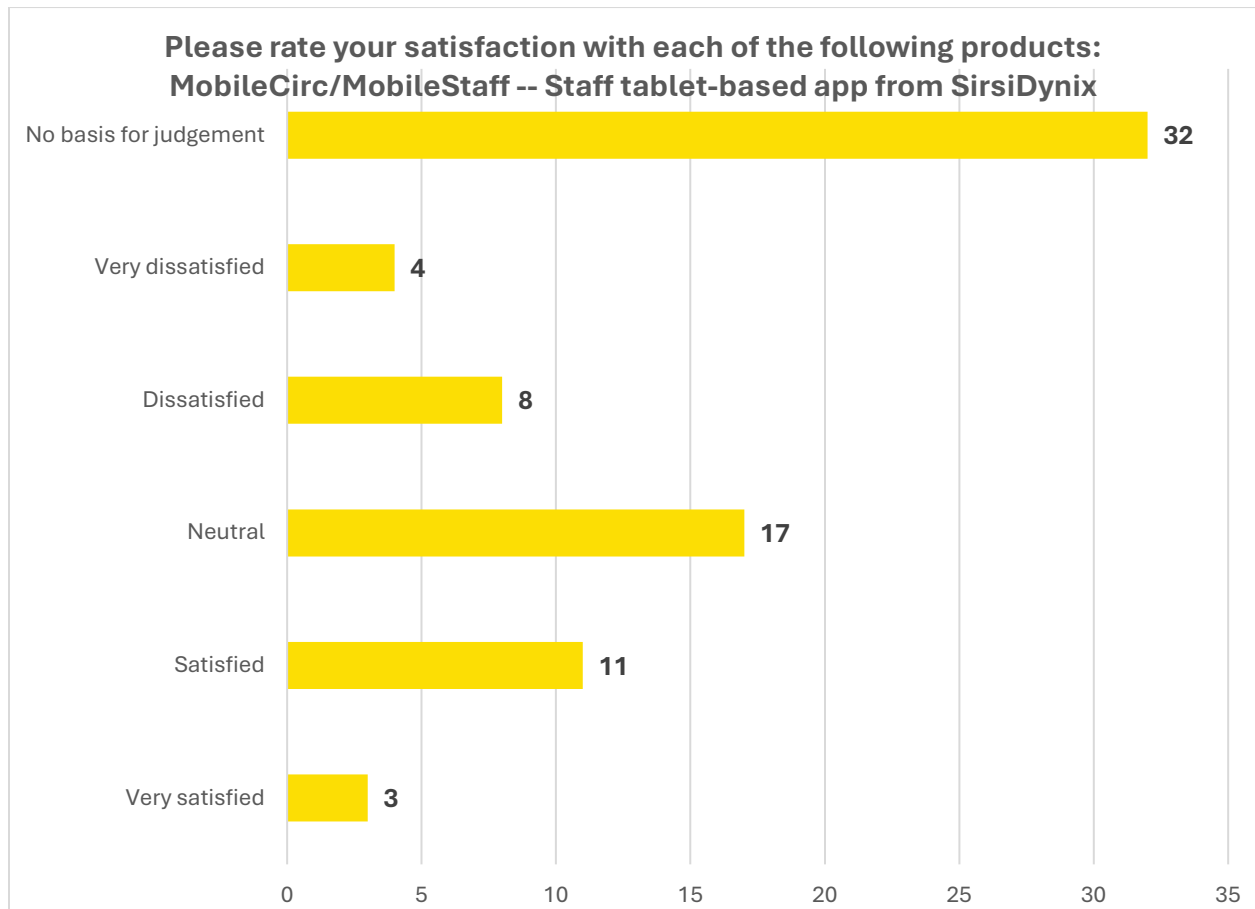
Please rate your satisfaction with each of the following products: MobileCirc/MobileStaff -- Staff tablet-based app from SirsiDynix
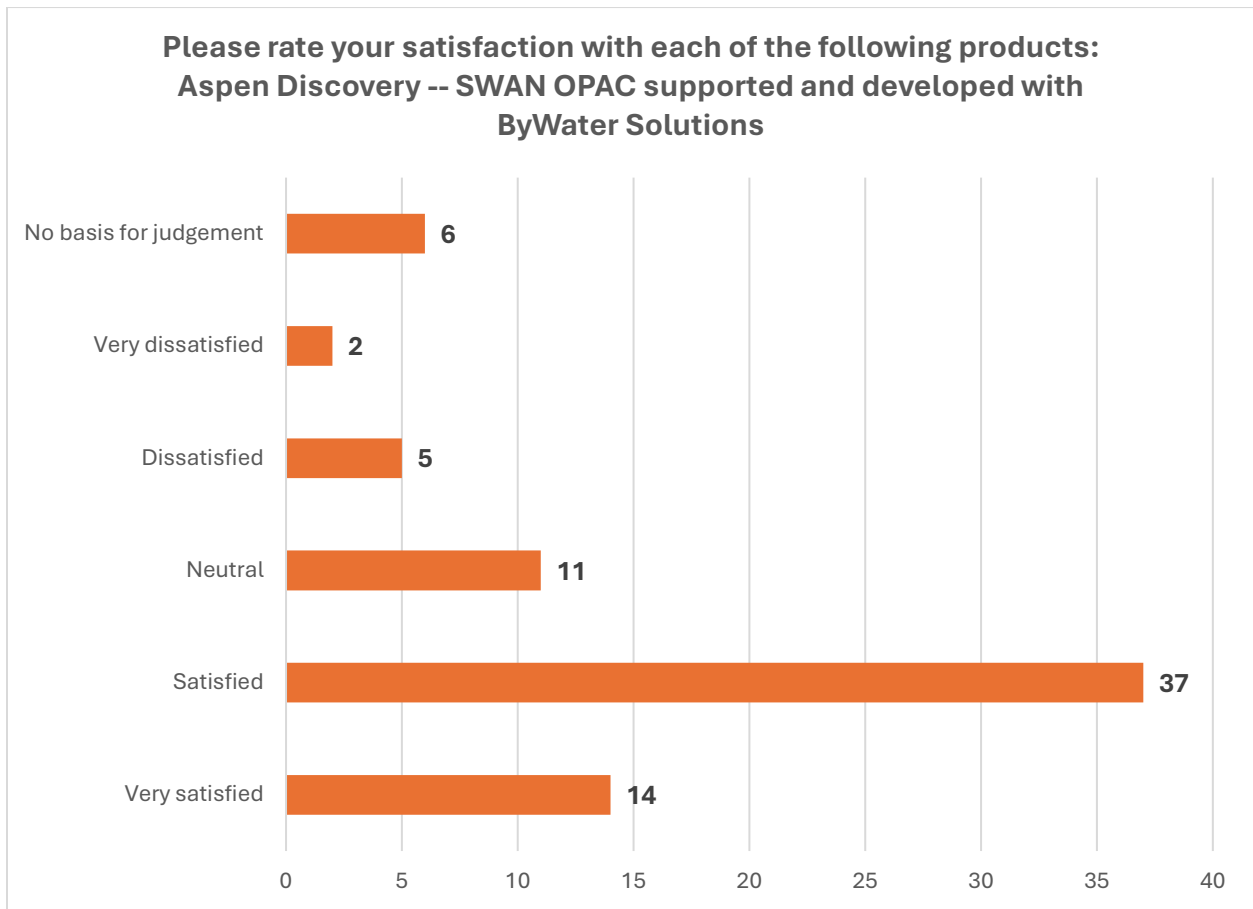

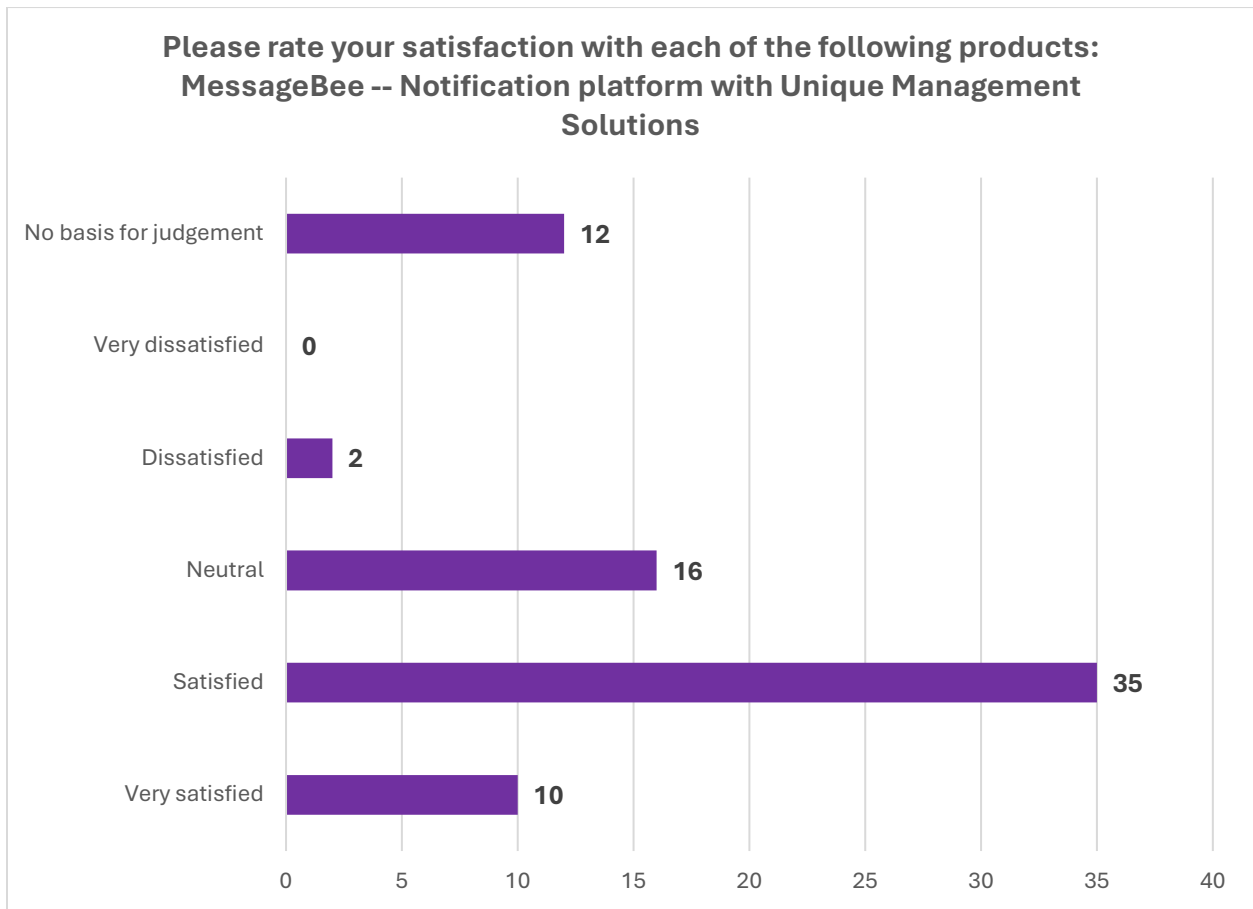| Please rate your satisfaction with each of the following products: MobileCirc/MobileStaff -- Staff tablet-based app from SirsiDynix	Response Counts	MobileCirc score
Very satisfied	3	3
Satisfied	11	22
Neutral	17	51
Dissatisfied	8	32
Very dissatisfied	4	20
No basis for judgement	32	0
Number of respondents	**43**	**2.98**
MobileCirc average score result:		**Neutral**

LiDA
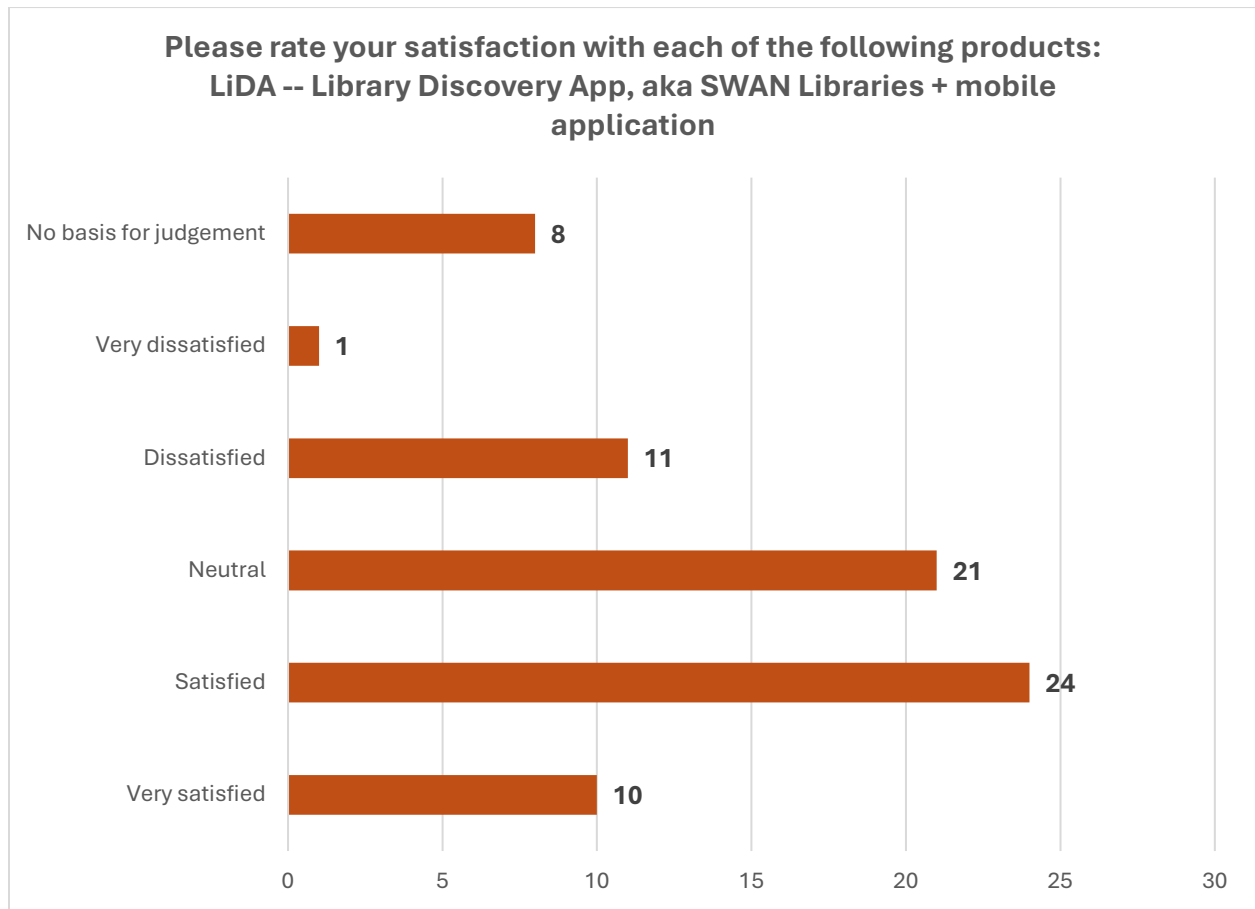
Please rate your satisfaction with each of the following products: LiDA -- Library Discovery App, aka SWAN Libraries + mobile application

	No basis for judgement	8
	Very dissatisfied	1
	Dissatisfied	11
	Neutral	21
	Satisfied	24
	Very satisfied	10

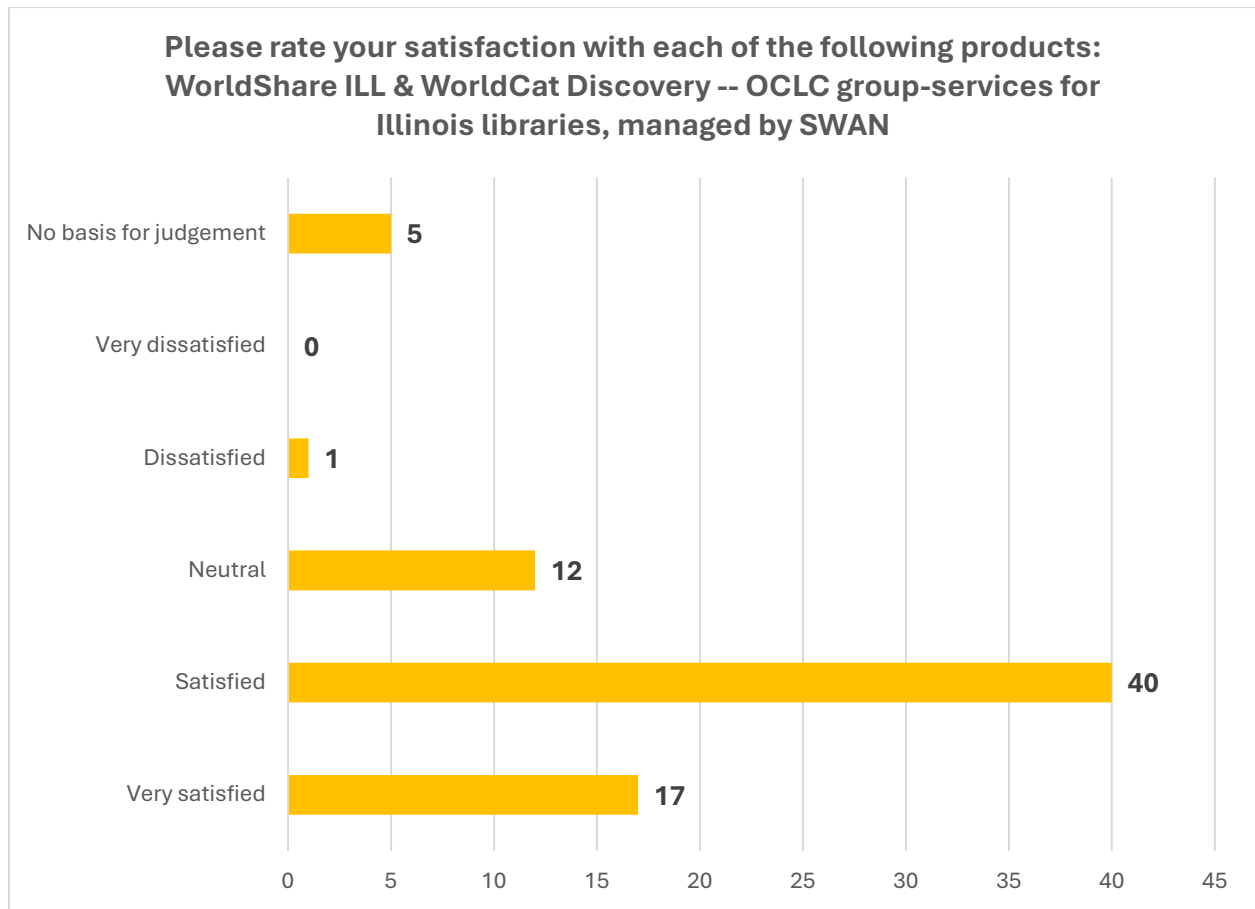| Please rate your satisfaction with each of the following products: LiDA -- Library Discovery App, aka SWAN Libraries + mobile application	Response Counts	LiDA score
Very satisfied	10	10
Satisfied	24	48
Neutral	21	63
Dissatisfied	11	44
Very dissatisfied	1	5
No basis for judgement	8	0
	67	**2.54**
LiDA average score result:		**Satisfied**

Aspen Discovery

**Please rate your satisfaction with each of the following products:
Aspen Discovery -- SWAN OPAC supported and developed with
ByWater Solutions**

No basis for judgement	6
Very dissatisfied	2
Dissatisfied	5
Neutral	11
Satisfied	37
Very satisfied	14

(bar chart x-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40)

Please rate your satisfaction with each of the following products: Aspen Discovery -- SWAN OPAC supported and developed with ByWater Solutions	Response Counts	Aspen Discovery score
Very satisfied	14	14
Satisfied	37	74
Neutral	11	33
Dissatisfied	5	20
Very dissatisfied	2	10
No basis for judgement	6	
	69	**2.19**
Aspen Discovery average score result:		**Satisfied**

MessageBee

Please rate your satisfaction with each of the following products: MessageBee -- Notification platform with Unique Management Solutions

No basis for judgement	12
Very dissatisfied	0
Dissatisfied	2
Neutral	16
Satisfied	35
Very satisfied	10

Please rate your satisfaction with each of the following products: MessageBee -- Notification platform with Unique Management Solutions	Response Counts	MessageBee score
Very satisfied	10	10
Satisfied	35	70
Neutral	16	48
Dissatisfied	2	8
Very dissatisfied	0	0
No basis for judgement	12	0
	63	**2.16**
MessageBee average score result:		**Satisfied**

OCLC WorldShare & WorldCat

Please rate your satisfaction with each of the following products: WorldShare ILL & WorldCat Discovery -- OCLC group-services for Illinois libraries, managed by SWAN

No basis for judgement	5
Very dissatisfied	0
Dissatisfied	1
Neutral	12
Satisfied	40
Very satisfied	17

Please rate your satisfaction with each of the following products: WorldShare ILL & WorldCat Discovery -- OCLC group-services for Illinois libraries, managed by SWAN	Response Counts	OCLC WorldShare score
Very satisfied	17	17
Satisfied	40	80
Neutral	12	36
Dissatisfied	1	4
Very dissatisfied	0	0
No basis for judgement	5	0
	70	**1.96**
OCLC WorldShare average score result:		**Satisfied**

Summary of survey comments

Overall System Satisfaction and Usability

Survey respondents expressed mixed views on SWAN's library services platforms. While some products, such as MessageBee and WorldShare ILL & WorldCat Discovery, generally received positive feedback, there were recurring concerns about the usability and efficiency of other systems. Specifically, WorkFlows and BLUEcloud Analytics were frequently described as "clunky," "unintuitive," and difficult to navigate, leading to frustration and increased staff training time. Aspen Discovery and LiDA were generally well-received for their user-friendly interfaces, but also faced criticism related to stability, search functionality, and feature parity between the browser and app versions.

WorkFlows

WorkFlows was often cited as a source of frustration, with comments highlighting its inefficient search functionality, inability to handle typos, and outdated interface. Staff reported using workarounds and expressed a desire for customization options to streamline workflows and remove unused features.

BLUEcloud Analytics

BLUEcloud Analytics was acknowledged for its comprehensive reporting capabilities, but users found it difficult to navigate and customize reports. The complexity of the interface and the need for repeated option selections were common complaints.

LiDA

The LiDA app received positive feedback for its digital card and hold placement features. However, concerns were raised about slow load times, frequent logouts, and inconsistencies in functionality compared to the browser version, particularly regarding item availability displays.

Aspen Discovery

Aspen Discovery was praised for its user-friendly interface, cover displays, and features like Masquerade Mode. However, respondents reported issues with stability, and search result accuracy. The need for improved search filters and runtime information for media items was also noted.

Mobile Circ/Mobile Staff

This platform received limited use and mixed reviews. Concerns were raised about its clunkiness and limitations, such as the inability to place holds.

MessageBee

MessageBee was generally well-regarded for its ease of use and communication capabilities. However, some respondents (six libraries) expressed a desire for improved notification features, such as reinstating renewal notices.

OCLC WorldCat and WorldShare

WorldCat and WorldShare were easy to use, and in general, the library staff appreciated the efforts SWAN has put in to make ILL run efficiently. Another library stated that WorldCat Discovery and WorldShare ILL required huge learning curves, however once mastered, find them very helpful. Some respondents expressed difficulty in searching for materials, especially if there were typos, and seeing other library holdings.

Recommended Action Steps to the SWAN Board

I. **Addressing core usability and efficiency Issues:**

    a) **WorkFlows Improvement Initiative:**

        i)   **Develop a WorkFlows customization working group:** Include staff representatives to identify and prioritize customizable elements, such as wizard options and display fields, to streamline the interface.

        ii) **Document and share WorkFlows best practices and workarounds:** Create accessible training materials and internal knowledge bases to disseminate effective techniques identified by experienced staff.

    b) **BLUEcloud Analytics optimization:**

        i)   **Appoint a BLUEcloud Analytics power user group:** Gather individuals with regular experience to analyze current reporting workflows and identify areas for simplification.

        ii) **Standardize and streamline report structures:** Based on frequently requested data, work with SWAN to develop standardized report templates with clear naming conventions and descriptions. Explore the feasibility of pre-selecting common filters (e.g., library-specific data).

        iii) **Develop targeted BLUEcloud Analytics training modules:** Create role-specific training focusing on the most commonly used reports and navigation techniques. Offer advanced sessions for users needing more complex data extraction.

        iv) **Investigate user interface enhancements:** Provide feedback to SirsiDynix regarding the perceived density and disorganization of the interface, suggesting potential improvements for navigation and report discovery.

II. **Enhancing the patron experience (LiDA and Aspen):**

a) **SWAN Libraries + app (LiDA) performance and feature parity:**

   i)   **Investigate and address slow load times:** Work with Grove for Libraries (SWAN's new hosting provider) to diagnose and resolve the technical issues causing slow loading. Monitor app performance after any updates.

   ii) **Resolve frequent logout issues:** Prioritize identifying the root cause of the automatic logouts and implement a permanent fix.

   iii) **Implement consistent availability displays:** Ensure the LiDA app displays item availability information (including owning libraries) with the same clarity and ease of browsing as the browser version of the catalog.

   iv) **Explore adding popular Aspen features to LiDA:** Investigate the feasibility and user demand for integrating features like "More Like This" recommendations and a staff view into the LiDA app.

b) **Aspen Discovery refinement:**

   i)   **Address stability and downtime concerns:** Work closely with Grove for Libraries to identify and resolve the causes of instability and unplanned downtime. Implement proactive monitoring.

   ii) **Improve search filter precision:** Analyze user search behavior and refine search filters to reduce irrelevant results while still accommodating variations in search terms.

   iii) **Enhance media format labeling:** Review and refine the labeling of media formats (e.g., "Audiobook CD" vs. "CD Audiobook") to minimize patron confusion during hold placement.

   iv) **Investigate improvements to staff administration features:** Document a clear and repeatable process for library staff administration within Aspen and provide updated training to relevant staff.

   v)   **Explore displaying movie run-time:** Investigate the feasibility of including movie run-time information in the catalog records displayed in Aspen.

III. **Optimizing outreach and services:**

a) **Mobile Circ/Mobile Staff Re-evaluation:**

   i)   **Gather further input from library service desks:** Conduct a focused discussion to understand the specific challenges and needs related to off-site circulation and hold management.

ii) **Explore alternative mobile solutions:** If MobileCirc continues to be problematic, research and evaluate alternative mobile circulation applications that better meet the needs of outreach activities.

  (1) Approach a vendor such as MeeScan to see if options are available.

  (2) Consider Grove for Libraries for a custom built application.

iii) **Provide targeted MobileCirc training:** If the SirsiDynix is retained, offer comprehensive training to address the reported difficulties, particularly with checkout procedures and hold placement.

  (1) Create a MobileCirc kit for lending to libraries, which would include a scanner, keyboard, and printer.

b) **E-content enhancements:**

  i) **Advocate for improved integration with Libby:** Communicate user feedback to SWAN and OverDrive regarding a more seamless transition between the SWAN app and Libby for accessing eBooks.

  ii) **Explore expanding app functionality:** Investigate the feasibility and user interest in adding features like program registration, links to online resources, and mobile printing options to the SWAN Libraries + app.

  iii) **Review and optimize third-party integrations:** Address the reported issues with API configurations with vendors like cloudLibrary and Boundless to ensure seamless access to all resources.

IV. **Improving communication and training:**

a) **Develop a comprehensive training plan:** Create a tiered training program for all library systems, including introductory sessions for new staff and advanced workshops for experienced users. Utilize a variety of formats (in-person, online modules, recorded sessions).

  i) Promote the existing SWAN training on SWAN service platforms at SWAN events such as Fireside and user group meetings

  ii) Promote app awareness to ensure all library staff are knowledgeable about the SWAN Libraries + app and can effectively recommend it to patrons.

b) **Establish regular feedback mechanisms:** Implement ongoing channels for staff to provide feedback on the library systems and training needs (e.g., regular surveys, dedicated feedback forms).

V. **Strategic system considerations:**

a) **Acknowledge and address long-term ILS concerns:** Recognize the expressed desire for a more modern and user-friendly ILS staff interface. Initiate preliminary research into recent procurement and inquiry methods, keeping staff feedback and evolving library needs in mind.

b) **Balance information security and performance:** Enhancements and ideas collected through feedback must be weighed against the evolving threats, e.g., multi-factor authentication versus ease of use to library staff. Cyberthreats are a growing concern for the public sector of local governances which include public libraries.

By implementing these action steps, SWAN can address the identified pain points, improve staff efficiency, enhance the patron experience, and strategically plan for future technology needs. It is crucial to prioritize these steps based on their potential impact and feasibility, and to involve staff in the implementation process.

Strategic considerations

The following are ideas generated from discussion with SWAN management team.

New library staff interface: The question of whether SWAN should enter into a bidding process for a new integrated library system and staff interface should be weighed against the success of the SirsiDynix initiative BLUEcloud Accelerate which will speed up software development of the web-based staff interface. Under this scenario, the Symphony ILS would be retained along with its reliability and valued company support would remain within the SWAN library services platform, but a new staff interface would replace WorkFlows.

Comments within the 2025 survey reflect a need to balance benefits of the current ILS against a new interface.

- "SWAN has done a lot of work behind the scenes customizing, maximizing, and understanding each product, especially WorkFlows. Before choosing products with prettier interfaces, I hope the members consider the progress SWAN has made with current products and realize it will take SWAN [staff] some time to learn the new systems and tweak them for our vast needs."

- "We are lucky that we have been using SirsiDynix software for a long time, and it is mostly scalable to our very large consortium. We utilize a lot of features that would be greatly missed if we moved to a different ILS and these features were not guaranteed. We've built our [library] workflow around the tools offered through SirsiDynix."

- "Workflows and [BLUEcloud Analytics] feel like portals to the past. When surveyed, library staff report their mild satisfaction with these platforms, but they have also spent decades configuring workarounds and exceptions in order to get the software to do what they need it to do. As a library director, I am bothered by the amount of time it takes to train new staff on either platform and the amount of continuing education it takes to use [BLUEcloud Analytics] and this is a burden on our current staffing. It is time to search for a new ILS."

Patron notification: SWAN does not recommend at this time revisiting the integration of autorenewal SMS and email notifications, but this could be revisited if a new ILS platform is implemented in the future.

Simplifying eBooks & eContent: The Palace Project is a library eBook and audiobook solution created and managed by libraries. SWAN should consider this as a solution to simplify the e-content strategy for its member libraries. Palace Project integration will allow SWAN patrons to reduce the number of mobile apps needed for the various e-content used by libraries.

Participating Libraries

1. Acorn Public Library District
2. Addison Public Library
3. Batavia Public Library District
4. Beecher Community Library District
5. Bellwood Public Library
6. Berkeley Public Library
7. Berwyn Public Library
8. Bloomingdale Public Library
9. Blue Island Public Library
10. Bridgeview Public Library
11. Calumet City Public Library
12. Carol Stream Public Library
13. Chicago Ridge Public Library
14. Cicero Public Library
15. Crestwood Public Library District
16. Crete Public Library District
17. Downers Grove Public Library
18. Eisenhower Public Library District
19. Elmwood Park Public Library
20. Evergreen Park Public Library
21. Flossmoor Public Library
22. Forest Park Public Library
23. Frankfort Public Library District
24. Franklin Park Public Library District
25. Geneva Public Library District
26. Glen Ellyn Public Library
27. Glenside Public Library District
28. Glenwood-Lynwood Public Library District
29. Grande Prairie Public Library District
30. Green Hills Public Library District
31. Hillside Public Library
32. Hinsdale Public Library
33. Hodgkins Public Library District
34. Homewood Public Library District
35. Indian Prairie Public Library District
36. Itasca Community Library
37. Justice Public Library District
38. Kaneville Public Library District
39. La Grange Park Public Library District

40. LaGrange Public Library
41. Lansing Public Library
42. Linda Sokol Francis Brookfield Library
43. Lyons Public Library
44. Markham Public Library
45. Matteson Area Public Library District
46. McCook Public Library District
47. Melrose Park Public Library
48. Midlothian Public Library
49. Northlake Public Library District
50. Oak Brook Public Library
51. Oak Lawn Public Library
52. Oak Park Public Library
53. Park Forest Public Library
54. Prairie Trails Public Library District
55. Richton Park Public Library District
56. River Forest Public Library
57. River Grove Public Library
58. Roselle Public Library District
59. Saint Charles Public Library District
60. Schiller Park Public Library
61. Steger-South Chicago Heights Public Library District
62. Theosophical Society in America
63. Thomas Ford Memorial Library
64. Thornton Public Library
65. Tinley Park Public Library
66. Town and Country Public Library District
67. University Park Public Library District
68. Villa Park Public Library
69. Warrenville Public Library District
70. West Chicago Public Library District
71. Westchester Public Library
72. Westmont Public Library
73. Wood Dale Public Library District
74. Woodridge Public Library
75. Worth Public Library District

Appendix: Calculating average score

The survey results based on the Likert scale follow a prescribed methodology which is outlined below. This is a method used for "ordinal data" of which Likert scales fall under. This method determines a single answer based on the median, or average, score.

Steps to determine median score.

1. The number of ratings is assigned a number.

Number per Likert scale rating	
Very satisfied	1
Satisfied	2
Neutral	3
Dissatisfied	4
Very dissatisfied	5
No basis for judgement	0

The range for each rating is determined by this formula.

2. Subtract the minimum from the maximum: 5-1=4
3. Take the result above and divide by the maximum. This will determine the ranges: 4 / 5 = 0.8

This determines the number range for each rating, starting with 1 is the lowest number in the scale: 1 + 0.8 = 1.80

Ranges for 5 question Likert scale	
Very satisfied	1.00 - 1.80
Satisfied	1.81 - 2.60
Neutral	2.61 - 3.40
Dissatisfied	3.41 - 4.20
Very dissatisfied	4.21 - 5.00
No basis for judgement	

4. Total each question by points and divide by the number of responses. This will determine the average score for the question.

For example, responses to OCLC are scored and the average score is determined. This average score is then compared to the range, which gives us the survey response for OCLC WorldShare is "satisfied" since 1.96 falls within the 1.81 to 2.60 range for the Likert scale.

	Response Counts	OCLC WorldShare score	
Very satisfied	17	17	
Satisfied	40	80	
Neutral	12	36	
Dissatisfied	1	4	
Very dissatisfied	0	0	
No basis for judgement	5	0	
This total response counts does not include "No basis for judgement"	**70**	**137 Divided by 70 = 1.96**	**This score is the average for the survey rating**

Likert median scores: platform satisfaction survey results

Platform	Median Score	Result
WorkFlows	2.43	Satisfied
BLUEcloud Analytics	2.44	Satisfied
MobileStaff	2.98	Neutral
Aspen Discovery	2.19	Satisfied
LiDA	2.54	Satisfied
MessageBee	2.16	Satisfied
OCLC WorldShare	1.96	Satisfied

Ranges for 5 question Likert scale	
Very satisfied	1.00 - 1.80
Satisfied	1.81 - 2.60
Neutral	2.61 - 3.40
Dissatisfied	3.41 - 4.20
Very dissatisfied	4.21 - 5.00
No basis for judgement	

FOR IMMEDIATE RELEASE

SWAN Highlights Decades of Collaborative Resource Sharing and Expresses Concerns Over Potential IMLS Funding Reductions

Oak Brook, IL – April XX, 2025 – SWAN, a consortium of 100 Illinois libraries, today underscored its 50-year history of pioneering resource sharing, predating the launch of Amazon by two decades. By uniting their extensive collections of books, movies, eBooks, music, and objects into a single, searchable catalog, SWAN provides library patrons with seamless access to a vast array of resources.

However, SWAN is expressing significant concerns regarding potential reductions in funding from the Institute of Museum and Library Services (IMLS). These concerns center on two critical areas vital to the continued efficient operation of library services across Illinois.

Firstly, the seamless statewide coordination that enables patrons to request and receive materials from any participating library relies heavily on a robust physical delivery network. This network, which facilitates the swift transport of requested items between libraries, is dependent on a combination of Illinois state funding and IMLS support. Currently, the Illinois State Library allocates $2.6 million in IMLS funds to statewide services, specifically supporting the delivery infrastructure managed by RAILS, IHLS, and the Chicago Public Library.

This collaborative framework, exemplified by the partnership between organizations like SWAN and the RAILS delivery system, ensures that patron needs are met rapidly, efficiently, and equitably. Both large and small libraries share resources as equals, enabling SWAN to supply requested materials to patrons within an impressive three-day timeframe utilizing the statewide physical delivery system.

Secondly, SWAN emphasizes that the potential loss of IMLS funding extends beyond physical delivery. SWAN relies on the statewide library catalog to locate materials held by institutions outside of its consortium. This comprehensive online catalog is made possible through IMLS funding, combined with the participation of individual libraries, and is built upon the OCLC WorldCat platform.

The creation of this unified Illinois library catalog has been a decades-long endeavor, representing the tireless efforts of thousands of librarians across the state. The potential loss of Illinois' participation within WorldCat would be devastating, given that Illinois currently borrows and lends more items than any other state within the WorldCat network.

SWAN urges stakeholders to recognize the critical role IMLS funding plays in supporting essential library services, fostering resource sharing, and ensuring equitable access to information for all Illinois residents. The potential repercussions of funding reductions would significantly impact the ability of Illinois libraries to continue providing efficient and comprehensive services to their communities.

We need you and those you know, including friends, family members, and all library supporters to call their members of Congress and urge them to protect federal funding for libraries. Phone calls only take a couple minutes and send a strong message to elected officials that their constituents care enough to take time out of their day to make their voices heard. ALA's Show Up for Our Libraries initiative will help you contact your member of Congress.

About SWAN:

SWAN (System Wide Automated Network) is a consortium of 100 public libraries in the Chicago metropolitan area, working together to provide shared resources and services to their patrons. For 50 years, SWAN has been a leader in library collaboration, offering a unified catalog and efficient delivery services.

Contact: Aaron Skog, SWAN Executive Director, aaron@swanlibraries.net 630-326-7022

SWAN Board Self-Evaluation

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.

Board meeting effectiveness

Board meetings start on time and end in a timely fashion (3 hours or less) *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

Board members follow a well-planned meeting agenda. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

Every board member has an opportunity to be heard. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Stongly disagree

The President of the Board is skilled at managing different points of view. *

○ Stongly agree

○ Agree

○ Neutral

○ Disagree

○ Stongly disagree

The President of the Board is effective in delegating responsibility among board members. *

○ Stongly agree

○ Agree

○ Neutral

○ Disagree

○ Stongly disagree

Board Member Responsibilities

There is an effective orientation for new board members.

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

I have a good record of meeting attendance. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

I read the minutes, reports & other materials in advance of our board meetings. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

I participate fully in discussions and feel free to express my opinions. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

I am familiar with the SWAN's by-laws. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

I serve on a committee. *

○ Yes

○ No

I represent the broad interests of SWAN and all of the membership. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

I am an advocate for resource sharing within SWAN and the larger library community. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

We have a strategic plan that is updated on a regular basis. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

Meeting agendas for the Board and Committees clearly reflect our strategic plan. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

Policies are regularly reviewed and revised as necessary. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

Board relationship with Executive Director

We have a clear understanding of where the Board's role ends and the Executive Director's begins. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

There is a good communication between the Board and the Executive Director. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

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

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

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

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

The Board trusts the judgement of the Executive Director. *

○ Agree

○ Strongly agree

○ Neutral

○ Disagree

○ Strongly disagree

The Board does not give direction to the staff or set priorities, management of SWAN is the responsibility of the Executive Director. *

○ Strongly agree

○ Agree

○ Neutral

○ Disagree

○ Strongly disagree

Your Name

Library

Submit