

# SWAN BOARD MEETING AGENDA

June 18, 2026 9:30 a.m.

**Richton Park Public Library  
22310 Latonia Lane  
Richton Park, IL 60471-1239**

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 22, 2026 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 22, 2026 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, May 2026 (Exhibit pgs. 3-15)
  - a. Balance sheet and detail of expenditures for May 2026
  - b. Approval of the payment of bills for May 1, 2026, through May 31, 2026 in the amount of \$116,113.00

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR MAY 1 THROUGH MAY 31, 2026 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR MAY 2026

5. Action Item – Acceptance of the May 22, 2026, SWAN Board Meeting Minutes (Exhibit pgs. 16-19)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 22, 2026 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports
  - a. Board President Report
  - b. Executive Director Report (Exhibit pgs. 20-26)
  - c. Operations Report (Exhibit pgs. 27-43)
  - d. Treasurer Report
  - e. Board Calendar (Exhibit pgs. 44-45)

7. Action Item-- Approve regular board meeting schedule for fiscal year 2027 (Exhibit pgs. 46-47)
8. Action Item—Approve Integrated Library System & Analytics search and request for cost proposals

RESOLVED, THAT THE SWAN BOARD APPROVES THE EXECUTIVE DIRECTOR INITIATING AN EVALUATION AND REQUEST FOR PROPOSALS PROCESS FOR AN INTEGRATED LIBRARY SYSTEM AND ANALYTICS SOLUTION FOR THE SWAN CONSORTIUM.

9. Discussion Item—Strategic plan update: Mission, Values, Vision (Exhibit pg. 48)
10. Information Item— Background on MessageBee notifications & cost (Exhibit pgs. 49-53)
11. Action Item – Executive Session – SWAN Executive Director annual review

Executive Session for the purposes of discussing “The appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body.” 5 ILCS 120/2(c) (1).

12. Adjournment

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

<b>SWAN Board Member</b>	<b>Library</b>	<b>Office</b>	<b>Term Expires</b>
Samantha Johnson	Roselle Public Library	Secretary	July 1, 2026
Jennifer Cottrill	Midlothian Public Library	Vice President	July 1, 2026
Dawn Bussey	Glen Ellyn Public Library	Treasurer	July 1, 2027
Zach Musil	Tinley Park Public Library	President	July 1, 2027
Laura Van Cleve	Richton Park Public Library		July 1, 2028
Ridgeway Burns	Itasca Community Library		July 1, 2028
Benjamin Weseloh	West Chicago Public Library		July 1, 2028



# SWAN Library Services

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Monthly Financial Report

For the Month Ended

May 31, 2026

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Prepared By



Lauterbach & Amen

SWAN Library Services  
Balance Sheet  
As of May 31, 2026

	<u>Balance End of Month</u>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	159,875.51
Hinsdale Bank - MM - 5010	2,150,445.75
IMET Funds	383,045.95
Propay Funds	<u>42.86</u>
Total Cash and Cash Equivalents	<u>\$ 2,693,410.07</u>
Current Assets	
Accounts Receivable	35,209.15
REINT Receivable	-
Other Receivables	-
Deposits	8,352.42
Prepaid Expenses	<u>35,919.27</u>
Total Current Assets	<u>\$ 79,480.84</u>
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	<u>(355,368.89)</u>
Total Capital Assets, net	<u>\$ 12,409.97</u>
Other Assets	
Intangible Right to Use Asset - Office Space	553,961.57
Accumulated Amortization - Right to Use Asset	(258,280.43)
Subscription Asset	3,334,054.21
Accumulated Amortization - Subscription Asset	<u>(2,000,727.27)</u>
Total Other Assets	<u>\$ 1,629,008.08</u>
<b>Total Assets</b>	<u><b>\$ 4,414,308.96</b></u>
<b>LIABILITIES</b>	
Current Liabilities	
Library Consortia Special Interest Group Funds	6,550.65
Accrued Payroll	68,525.11
Compensated Absences	339,665.07
Lease Payable	<u>329,087.00</u>
Total Current Liabilities	<u>\$ 743,827.83</u>
Long Term Liabilities	
Subscription Liability	1,400,554.94
Accrued Interest Liability - SBITA	<u>5,808.58</u>
Total Long Term Liabilities	<u>\$ 1,406,363.52</u>
<b>Total Liabilities</b>	<u><b>\$ 2,150,191.35</b></u>
<b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	<u>2,200,106.80</u>
Total Beginning Net Assets	<u>\$ 2,200,106.80</u>
Current YTD Net Income	<u>\$ 64,010.81</u>
<b>Total Fund Balance</b>	<u><b>\$ 2,264,117.61</b></u>
<b>Total Liabilities and Fund Balances</b>	<u><b>\$ 4,414,308.96</b></u>

**Statement of Revenue and Expenses Summary**  
**For the 11 Months Ended May 31, 2026**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
<b>Revenue</b>					
4000 - Membership Fees	\$1,754.25	\$2,940,097.00	\$2,936,839.02	\$ (3,257.98)	100.11%
4100 - Membership Reimbursements	-	4,886.08	301,600.00	296,713.92	1.62%
4200 - Reimbursement for Losses	14,536.39	100,746.03	85,400.00	(15,346.03)	117.97%
4300 - Grant Revenue	-	501,394.00	501,394.00	-	100.00%
4400 - Registration & Event Receipts	-	8,865.00	6,260.00	(2,605.00)	141.61%
4500 - Investment & Interest	8,408.10	88,488.80	106,000.00	17,511.20	83.48%
4600 - Reserve Fund Transfer	-	-	45,000.00	45,000.00	0.00%
<b>Total Revenue</b>	<u>24,698.74</u>	<u>3,644,476.91</u>	<u>3,982,493.02</u>	<u>338,016.11</u>	<u>91.51%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	125,797.99	1,501,939.78	1,639,608.00	137,668.22	91.60%
5020 - Personnel Benefits	39,521.46	446,770.96	448,700.00	1,929.04	99.57%
5100 - Building & Grounds	4,593.28	45,542.26	46,560.00	1,017.74	97.81%
5200 - Professional Development	3,446.93	16,265.07	25,501.00	9,235.93	63.78%
5300 - Membership Development	1,913.09	13,218.09	11,494.00	(1,724.09)	115.00%
5400 - Information & Technology Services	13,903.29	1,277,199.19	1,232,100.00	(45,099.19)	103.66%
5500 - General Office	1,904.45	6,856.11	4,100.00	(2,756.11)	167.22%
5600 - Hardware & Equipment	8,365.21	48,607.21	45,000.00	(3,607.21)	108.02%
5700 - Insurance	-	11,219.00	10,900.00	(319.00)	102.93%
5800 - Contractual Services	9,202.77	111,171.53	127,460.00	16,288.47	87.22%
5900 - Library Materials & Content	14,286.93	95,339.42	387,000.00	291,660.58	24.64%
6000 - Interest & Fees	622.16	6,337.48	2,610.00	(3,727.48)	242.82%
<b>Total Expenses</b>	<u>223,557.56</u>	<u>3,580,466.10</u>	<u>3,982,493.02</u>	<u>402,026.92</u>	<u>89.91%</u>
<b>Excess Revenues less Expenses</b>	<u>\$ (198,858.82)</u>	<u>\$ 64,010.81</u>	<u>\$ 0.00</u>	<u>\$ (64,010.81)</u>	

# Statement of Revenue and Expenses

## For the 11 Months Ended May 31, 2026

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 1,754.25	\$ 2,936,383.00	\$ 2,933,139.02	\$ (3,243.98)	100.11%
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	4,886.08	301,600.00	296,713.92	1.62%
4220 - Reimbursement Losses for Resource Sharing	0.00	48,257.04	42,000.00	(6,257.04)	114.90%
4240 - E-Commerce Transactions	14,536.39	52,488.99	43,400.00	(9,088.99)	120.94%
4310 - RAILS Support to SWAN	0.00	501,394.00	501,394.00	0.00	100.00%
4499 - Annual Conference Receipts	0.00	8,865.00	6,260.00	(2,605.00)	141.61%
4510 - Interest Income	7,206.49	76,402.29	85,000.00	8,597.71	89.89%
4520 - Investment Income	1,201.61	12,086.51	21,000.00	8,913.49	57.55%
4600 - Reserve Fund Transfer	0.00	0.00	45,000.00	45,000.00	0.00%
<b>Total Revenue</b>	<b>24,698.74</b>	<b>3,644,476.91</b>	<b>3,982,493.02</b>	<b>338,016.11</b>	<b>91.51%</b>
<b>Expenses</b>					
5000 - Salaries & Wages	125,797.99	1,501,939.78	1,639,608.00	137,668.22	91.60%
5021 - FICA Expense	9,281.38	111,041.85	125,600.00	14,558.15	88.41%
5023 - Worker's Compensation	0.00	2,594.00	4,700.00	2,106.00	55.19%
5024 - Retirement Benefits	11,854.54	136,577.21	138,300.00	1,722.79	98.75%
5025 - Health, Dental, Life And Disability Insurance	18,352.57	196,146.02	178,600.00	(17,546.02)	109.82%
5026 - Tuition Reimbursements	0.00	0.00	1,100.00	1,100.00	0.00%
5085 - Staff Wellness	32.97	411.88	400.00	(11.88)	102.97%
5110 - Rent/Lease	4,226.09	42,317.95	41,800.00	(517.95)	101.24%
5120 - Utilities	367.19	2,447.43	3,800.00	1,352.57	64.41%
5140 - Repairs & Maintenance	0.00	776.88	960.00	183.12	80.93%
5210 - Conference Travel	0.00	7,859.79	10,000.00	2,140.21	78.60%
5220 - Staff Meetings	0.00	1,406.30	901.00	(505.30)	156.08%
5230 - Staff Professional Development	3,321.93	5,705.98	8,800.00	3,094.02	64.84%
5240 - Professional Association Membership Dues	125.00	1,262.00	2,500.00	1,238.00	50.48%
5250 - Educational Material	0.00	31.00	800.00	769.00	3.88%
5260 - Online Learning	0.00	0.00	2,500.00	2,500.00	0.00%
5310 - Travel Reimbursement	349.95	1,633.37	900.00	(733.37)	181.49%
5320 - Membership Meetings	413.16	573.16	0.00	(573.16)	0.00%
5330 - Library Professional Development	240.00	10,087.83	8,094.00	(1,993.83)	124.63%
5399 - Annual Conference	909.98	923.73	2,500.00	1,576.27	36.95%
5420 - Application Software Licensing	54.00	14,873.75	20,300.00	5,426.25	73.27%
5430 - Server Software Licensing	4,707.79	122,471.39	118,800.00	(3,671.39)	103.09%
5440 - Library Services Platform	7,763.00	1,045,365.02	993,100.00	(52,265.02)	105.26%
5450 - Data Management Services	497.20	33,579.24	37,600.00	4,020.76	89.31%
5460 - Information Subscription Service	0.00	20,735.38	20,400.00	(335.38)	101.64%
5470 - Subscription Support Services	289.00	30,023.44	33,800.00	3,776.56	88.83%
5480 - Telecommunications	592.30	6,830.48	7,500.00	669.52	91.07%
5490 - Group Purchases - Services	0.00	3,320.49	600.00	(2,720.49)	553.42%
5510 - Office Supplies	1,904.45	4,085.99	3,300.00	(785.99)	123.82%
5520 - Postage	0.00	582.85	800.00	217.15	72.86%
5550 - Furniture	0.00	302.76	0.00	(302.76)	0.00%
5599 - Annual Conference Supplies	0.00	1,884.51	0.00	(1,884.51)	0.00%
5620 - Hardware	1,908.61	40,545.75	45,000.00	4,454.25	90.10%
5690 - Group Purchases - Hardware	6,456.60	8,061.46	0.00	(8,061.46)	0.00%
5700 - Insurance	0.00	11,219.00	10,900.00	(319.00)	102.93%
5810 - Legal	0.00	122.50	1,500.00	1,377.50	8.17%
5820 - Accounting	305.00	22,750.00	22,060.00	(690.00)	103.13%
5830 - Consulting	1,385.00	1,660.00	1,300.00	(360.00)	127.69%
5840 - Payroll Service Fees	513.81	4,461.56	4,600.00	138.44	96.99%

**Statement of Revenue and Expenses**  
**For the 11 Months Ended May 31, 2026**

	<b>Month-to-Date Actual</b>	<b>Year-to-Date Actual</b>	<b>Annual Budget</b>	<b>Remaining Budget</b>	<b>% Collected Expended</b>
5860 - Notification & Collection	6,998.96	71,342.47	85,900.00	14,557.53	83.05%
5899 - Annual Conference Facility Contract	0.00	10,835.00	12,100.00	1,265.00	89.55%
5920 - Reimburse for Resource Sharing	(175.02)	48,982.46	42,000.00	(6,982.46)	116.62%
5940 - E-Commerce Payment Transactions	14,461.95	46,356.96	43,400.00	(2,956.96)	106.81%
5990 - Group Purchases - Content	0.00	0.00	301,600.00	301,600.00	0.00%
6010 - Bank Fees	582.21	6,297.53	2,560.00	(3,737.53)	246.00%
6020 - Merchant Account Fees	39.95	39.95	50.00	10.05	79.90%
6110 - Depreciation	0.00	0.00	1,460.02	1,460.02	0.00%
<b>Total Expenses</b>	<u>223,557.56</u>	<u>3,580,466.10</u>	<u>3,982,493.02</u>	<u>402,026.92</u>	<u>89.91%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ (198,858.82)</u>	 <u>\$ 64,010.81</u>	 <u>\$ 0.00</u>	 <u>\$ (64,010.81)</u>	

# SWAN Library Services

## Check Register

All Bank Accounts

May 2026

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
Broadview Public Library District				11478	05/31/26	<u>(175.02)</u>
5920	Reimburse for Resource Sharing	To VOID check #11478	-175.02			
UAA/APA Consortium Library				11523	05/31/26	<u>(69.43)</u>
2005	Library Consortia Special Interest Group Funds	To VOID check #11523	-69.43			
Broadview Public Library District				11586	05/31/26	<u>(202.51)</u>
5940	E-Commerce Payment Transactions	To VOID check #11586	-202.51			
Acorn Public Library				11694	05/26/26	<u>41.85</u>
5940	E-Commerce Payment Transactions	Acorn Public Library	41.85			
Addison Public Library				11695	05/26/26	<u>207.61</u>
5940	E-Commerce Payment Transactions	Addison Public Library	207.61			
Batavia Public Library				11696	05/26/26	<u>554.47</u>
5940	E-Commerce Payment Transactions	Batavia Public Library	554.47			
Beecher Community Library District				11697	05/26/26	<u>54.76</u>
5940	E-Commerce Payment Transactions	Beecher Community Library District	54.76			
Bellwood Public Library				11698	05/26/26	<u>17.96</u>
5940	E-Commerce Payment Transactions	Bellwood Public Library	17.96			
Berkeley Public Library				11699	05/26/26	<u>66.35</u>
5940	E-Commerce Payment Transactions	Berkeley Public Library	66.35			
Berwyn Public Library				11700	05/26/26	<u>285.41</u>
5940	E-Commerce Payment Transactions	Berwyn Public Library	285.41			
Bloomingtondale Public Library				11701	05/26/26	<u>95.62</u>
5940	E-Commerce Payment Transactions	Bloomingtondale Public Library	95.62			
Blue Island Public Library				11702	05/26/26	<u>52.08</u>
5940	E-Commerce Payment Transactions	Blue Island Public Library	52.08			

# SWAN Library Services

## Check Register

All Bank Accounts

May 2026

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Broadview Public Library District 5940	E-Commerce Payment Transactions	Broadview Public Library District	64.24	11703	05/26/26	<u>64.24</u>
Calumet City Public Library 5940	E-Commerce Payment Transactions	Calumet City Public Library	89.45	11704	05/26/26	<u>89.45</u>
Linda Sokol Francis Brookfield Library 5940	E-Commerce Payment Transactions	Linda Sokol Francis Brookfield Library	243.10	11705	05/26/26	<u>243.10</u>
Carol Stream Public Library 5940	E-Commerce Payment Transactions	Carol Stream Public Library	410.49	11706	05/27/26	<u>410.49</u>
Chicago Heights Public Library 5940	E-Commerce Payment Transactions	Chicago Heights Public Library	148.81	11707	05/27/26	<u>148.81</u>
Chicago Ridge Public Library 5940	E-Commerce Payment Transactions	Chicago Ridge Public Library	43.15	11708	05/27/26	<u>43.15</u>
Cicero Public Library 5940	E-Commerce Payment Transactions	Cicero Public Library	358.18	11709	05/27/26	<u>358.18</u>
Clarendon Hills Public Library 5940	E-Commerce Payment Transactions	Clarendon Hills Public Library	104.07	11710	05/27/26	<u>104.07</u>
Crestwood Public Library District 5940	E-Commerce Payment Transactions	Crestwood Public Library District	30.61	11711	05/27/26	<u>30.61</u>
Crete Public Library District 5940	E-Commerce Payment Transactions	Crete Public Library District	81.71	11712	05/27/26	<u>81.71</u>
Dolton Public Library District 5940	E-Commerce Payment Transactions	Dolton Public Library District	127.51	11713	05/27/26	<u>127.51</u>
Elmwood Park Public Library 5940	E-Commerce Payment Transactions	Elmwood Park Public Library	77.96	11714	05/27/26	<u>77.96</u>

# SWAN Library Services

## Check Register

All Bank Accounts

May 2026

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Flossmoor Public Library 5940	E-Commerce Payment Transactions	Flossmoor Public Library	440.11	11715	05/27/26	<u>440.11</u>
Forest Park Public Library 5940	E-Commerce Payment Transactions	Forest Park Public Library	176.97	11716	05/27/26	<u>176.97</u>
Franklin Park Public Library District 5940	E-Commerce Payment Transactions	Franklin Park Public Library District	61.66	11717	05/27/26	<u>61.66</u>
Geneva Public Library District 5940	E-Commerce Payment Transactions	Geneva Public Library District	1,299.36	11718	05/27/26	<u>1,299.36</u>
Glen Ellyn Public Library 5940	E-Commerce Payment Transactions	Glen Ellyn Public Library	487.59	11719	05/27/26	<u>487.59</u>
Glenside Public Library 5940	E-Commerce Payment Transactions	Glenside Public Library	149.35	11720	05/27/26	<u>149.35</u>
Grande Prairie Public Library 5940	E-Commerce Payment Transactions	Grande Prairie Public Library	16.83	11721	05/27/26	<u>16.83</u>
Green Hills Public Library District 5940	E-Commerce Payment Transactions	Green Hills Public Library District	237.97	11722	05/27/26	<u>237.97</u>
Hinsdale Public Library 5940	E-Commerce Payment Transactions	Hinsdale Public Library	152.79	11723	05/27/26	<u>152.79</u>
Itasca Community Library 5940	E-Commerce Payment Transactions	Itasca Community Library	88.57	11724	05/27/26	<u>88.57</u>
Justice Public Library District 5940	E-Commerce Payment Transactions	Justice Public Library District	142.51	11725	05/27/26	<u>142.51</u>
Lansing Public Library 5940	E-Commerce Payment Transactions	Lansing Public Library	239.26	11726	05/27/26	<u>239.26</u>

# SWAN Library Services

## Check Register

All Bank Accounts

May 2026

<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>
Lyons Public Library				11727	05/27/26	<u>57.16</u>
5940	E-Commerce Payment Transactions	Lyons Public Library	57.16			
Markham Public Library				11728	05/27/26	<u>17.30</u>
5940	E-Commerce Payment Transactions	Markham Public Library	17.30			
Matteson Public Library				11729	05/27/26	<u>96.49</u>
5940	E-Commerce Payment Transactions	Matteson Public Library	96.49			
Maywood Public Library District				11730	05/27/26	<u>15.11</u>
5940	E-Commerce Payment Transactions	Maywood Public Library District	15.11			
McCook Public Library District				11731	05/27/26	<u>29.69</u>
5940	E-Commerce Payment Transactions	McCook Public Library District	29.69			
Melrose Park Public Library				11732	05/27/26	<u>27.64</u>
5940	E-Commerce Payment Transactions	Melrose Park Public Library	27.64			
Messenger Public Library of North Aurora				11733	05/27/26	<u>179.69</u>
5940	E-Commerce Payment Transactions	Messenger Public Library of North Aurora	179.69			
Nancy L. McConathy Public Library District				11734	05/27/26	<u>15.65</u>
5940	E-Commerce Payment Transactions	Nancy L. McConathy Public Library District	15.65			
Oak Brook Public Library				11735	05/27/26	<u>680.73</u>
5940	E-Commerce Payment Transactions	Oak Brook Public Library	680.73			
Oak Lawn Public Library				11736	05/27/26	<u>210.22</u>
5940	E-Commerce Payment Transactions	Oak Lawn Public Library	210.22			
Oak Park Public Library				11737	05/27/26	<u>3,119.40</u>
5940	E-Commerce Payment Transactions	Oak Park Public Library	3,119.40			
Park Forest Public Library				11738	05/27/26	<u>260.49</u>
5940	E-Commerce Payment Transactions	Park Forest Public Library	260.49			

# SWAN Library Services

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All Bank Accounts

May 2026

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Prairie Trails Public Library District 5940	E-Commerce Payment Transactions	Prairie Trails Public Library District	26.47	11739	05/27/26	<u>26.47</u>
River Forest Public Library 5940	E-Commerce Payment Transactions	River Forest Public Library	119.79	11740	05/27/26	<u>119.79</u>
Roselle Public Library 5940	E-Commerce Payment Transactions	Roselle Public Library	69.64	11741	05/27/26	<u>69.64</u>
Schiller Park Public Library 5940	E-Commerce Payment Transactions	Schiller Park Public Library	34.34	11742	05/27/26	<u>34.34</u>
South Holland Public Library 5940	E-Commerce Payment Transactions	South Holland Public Library	109.46	11743	05/27/26	<u>109.46</u>
St. Charles Public Library District 5940	E-Commerce Payment Transactions	St. Charles Public Library District	920.83	11744	05/27/26	<u>920.83</u>
Steger-South Chicago Heights 5940	E-Commerce Payment Transactions	Steger-South Chicago Heights	84.87	11745	05/27/26	<u>84.87</u>
Sugar Grove Public Library District 5940	E-Commerce Payment Transactions	Sugar Grove Public Library District	665.33	11746	05/27/26	<u>665.33</u>
Town & Country Public Library District 5940	E-Commerce Payment Transactions	Town & Country Public Library District	73.62	11747	05/27/26	<u>73.62</u>
University Park Public Library District 5940	E-Commerce Payment Transactions	University Park Public Library District	29.15	11748	05/27/26	<u>29.15</u>
Villa Park Public Library 5940	E-Commerce Payment Transactions	Villa Park Public Library	150.26	11749	05/27/26	<u>150.26</u>
Westchester Public Library 5940	E-Commerce Payment Transactions	Westchester Public Library	123.63	11750	05/27/26	<u>123.63</u>

# SWAN Library Services

## Check Register

All Bank Accounts

May 2026

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Westmont Public Library 5940	E-Commerce Payment Transactions	Westmont Public Library	480.03	11751	05/27/26	<u>480.03</u>
Woodridge Public Library 5940	E-Commerce Payment Transactions	Woodridge Public Library	419.11	11752	05/27/26	<u>419.11</u>
Helen Pinder 5310	Travel Reimbursement	Helen Pinder - mileage	64.38	ACH - Pinder	05/29/26	<u>111.47</u>
5320	Membership Meetings	Helen Pinder - meals membership meeting GVD	47.09			
915 Harger Group 5110	Rent/Lease	915 Harger Group - June	4,226.09	ACH 915 Harger	05/29/26	<u>4,226.09</u>
Backstage Library Works 5450	Data Management Services	Backstage Library Works	497.20	ACH Backstage Li	05/29/26	<u>497.20</u>
CDW-G 5620	Hardware	CDW-G - laptop	1,908.61	ACH CDW	05/29/26	<u>8,365.21</u>
5690	Group Purchases - Hardware	CDW-G 1 sonic wall	892.80			
5690	Group Purchases - Hardware	CDW-G - 3 sonic walls	2,678.40			
5690	Group Purchases - Hardware	CDW-G - 4 sonic walls	2,885.40			
comcast 5480	Telecommunications	comcast	254.95	ACH ComEd	05/04/26	<u>254.95</u>
ComEd 5120	Utilities	ComEd - 4/7/26-5/6/26	367.19	ACH ComEd	05/21/26	<u>367.19</u>
HR Source 5830	Consulting	HR Source - 7/1/26-6/30/27	1,385.00	ACH HR Source	05/29/26	<u>1,385.00</u>
Lauterbach & Amen, LLP 5820	Accounting	Lauterbach & Amen, LLP	305.00	ACH L&A	05/29/26	<u>305.00</u>
LIMRICC				ACH LIMRICC	05/29/26	<u>21,924.76</u>

# SWAN Library Services

## Check Register

All Bank Accounts

May 2026

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5025	Health, Dental, Life And Disability Insurance	LIMRICC	21,924.76			
Lucas McKeever				ACH McKeever	05/29/26	<u>68.18</u>
5310	Travel Reimbursement	Lucas McKeever - train	11.00			
5320	Membership Meetings	Lucas McKeever - in person meeting coffee	57.18			
Cynthia Romanowski				ACH Romanowski	05/29/26	<u>95.54</u>
5310	Travel Reimbursement	Cynthia Romanowski - mileage	80.80			
5310	Travel Reimbursement	Cynthia Romanowski - parking	14.74			
5310	Travel Reimbursement	Cynthia Romanowski - mileage	0.40			
5310	Travel Reimbursement	Cynthia Romanowski	-0.40			
Cynthia Romanowski				ACH Romanowski	05/29/26	<u>95.94</u>
5310	Travel Reimbursement	Cynthia Romanowski - mileage parking	95.94			
Reliance Standard Life Insurance Co.				ACH RSLI	05/29/26	<u>1,028.63</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. - May	1,028.63			
Sayers				ACH Sayers	05/29/26	<u>35,919.27</u>
1400	Prepaid Expenses	Sayers	35,919.27			
Springshare, LLC				ACH Springshare	05/29/26	<u>7,763.00</u>
5440	Library Services Platform	Springshare, LLC - Patron Point Subscription	7,763.00			
Unique Integrated Communications, Inc.				ACH UMS	05/29/26	<u>6,998.96</u>
5860	Notification & Collection	Unique Integrated Communications, Inc. - MessageBee	6,690.50			
5860	Notification & Collection	Unique Integrated Communications, Inc. - Notices	308.46			
Crystal Vela				ACH Vela	05/29/26	<u>83.09</u>
5310	Travel Reimbursement	Crystal Vela - mileage	83.09			

# SWAN Library Services

## Check Register

All Bank Accounts

May 2026

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Wellness Insurance Network-WIN						<u>167.68</u>
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - May	167.68	ACH WIN	05/29/26	
First Bankcard						<u>12,238.34</u>
5230	Staff Professional Development	First Bankcard - ALA conference - 7 employees registration	1,830.00	C/C charges	05/14/26	
5230	Staff Professional Development	First Bankcard - COSUGI conference	1,125.00			
5230	Staff Professional Development	First Bankcard - catering for staff	382.22			
5230	Staff Professional Development	First Bankcard - credit	-15.29			
5240	Professional Association Membership Dues	First Bankcard - ALA dues - Brandwein	125.00			
5320	Membership Meetings	First Bankcard - blackberry market - meal for board mtg.	224.64			
5320	Membership Meetings	First Bankcard - GED cafee -meal for board mtg.	84.25			
5399	Annual Conference	First Bankcard - 4imprint - EXPO	909.98			
5420	Application Software Licensing	First Bankcard - mailchimp	54.00			
5430	Server Software Licensing	First Bankcard - DNS made easy	759.34			
5430	Server Software Licensing	First Bankcard - microsoft azure	3,848.45			
5430	Server Software Licensing	First Bankcard - google nest	100.00			
5470	Subscription Support Services	First Bankcard - sendgrid	289.00			
5480	Telecommunications	First Bankcard - grasshopper	49.35			
5480	Telecommunications	First Bankcard - microsoft calling plan	288.00			
5510	Office Supplies	First Bankcard - envelopes	192.06			
5510	Office Supplies	First Bankcard - fedex	454.39			
5510	Office Supplies	First Bankcard - EXPO clothing	1,258.00			
5510	Office Supplies	First Bankcard - florist	105.50			
5510	Office Supplies	First Bankcard - florist credit	-105.50			
6020	Merchant Account Fees	First Bankcard - propay annual fee	39.95			
5330	Library Professional Development	First Bankcard - loom subscription	240.00			
<b>Check List Total</b>						<u><u>116,113.00</u></u>

# SWAN BOARD MEETING MINUTES

May 22, 2026, 9:30 a.m.  
Richton Park Public Library  
22310 Latonia Lane  
Richton Park, IL 60471-123

## 1. Call to Order, Roll Call

President Musil called the meeting to order at 9:34 a.m. The following Board members were present to establish a quorum.

Ridgeway Burns  
Dawn Bussey  
Jennifer Cottrill  
Samantha Johnson  
Zach Musil  
Laura Van Cleve  
Ben Weseloh

## 2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director  
Scott Brandwein, SWAN Assistant Director  
Stacy Betts, SirsiDynix  
Britany Smith, St Charles Public Library District

There was no public comment.

## 3. Action Item

Acceptance of May 22, 2026, SWAN Board Meeting Agenda

Bussey moved, seconded by Burns that it be

RESOLVED THAT THE SWAN BOARD ACCEPTS THE MAY 22, 2026, SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by unanimous voice vote.

## 4. Discussion Item

Meeting with SirsiDynix representative Stacy Betts

Musil welcomed Stacy Betts to the meeting and thanked him for making the trip to meet with SWAN. The questions sent in advance of the meeting to Stacy were reviewed and answers provided. The important news for the meeting was SirsiDynix and its new parent company, Harris Computer, have negotiated an yet to be disclosed financial investment in software development to accelerate the creation of needed features for BLUEcloud Staff. This will be announced publicly in the upcoming months, but the SWAN board is hearing about this as an important company

customer. The list of BLUEcloud priorities that SWAN created and was reviewing quarterly will now move to a monthly scheduled meeting with the company, and SWAN's priorities will be the focus of software development.

**5. Action Item**

Approval of the SWAN Financials April 2026

Cottrill moved, seconded by Johnson that it be

RESOLVED THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR APRIL 1, 2026 – APRIL 30, 2026, AND ACCEPTS THE BALANCE SHEET AND DETAILS OF EXPENDITURES FOR APRIL 2026

Motion carried by roll call vote with the following results:

Ayes: Burns, Bussey, Cottrill, Johnson, Musil, Van Cleve, Weseloh

**6. Action Item**

Acceptance of April 17, 2026, SWAN Board Meeting Minutes

Weseloh moved, seconded by Burns that it be

RESOLVED THAT THE SWAN BOARD APPROVES THE APRIL 17, 2026, SWAN BOARD MEETING MINUTES AS PRESENTED

Motion carried by unanimous voice vote

**7. Action Item**

Acceptance of March 30, 2026, April 14, 2026, and May 15, 2026, SWAN Board Strategic Planning Committee Meeting Minutes

Cottrill moved, seconded by Van Cleve that it be

RESOLVED THAT THE SWAN BOARD APPROVES THE March 30, 2026, April 14, 2026, and May 15, 2026, SWAN BOARD STRATEGIC PLANNING COMMITTEE MEETING MINUTES AS PRESENTED

Motion carried by unanimous voice vote

**6. Reports**

a. **Board President Report**

None

b. **Executive Report**

Skog reviewed and discussed the highlights in the Executive Board Packet, which included the virtual SirsiDynix COSUGI conference and updates from the company to its customers.

**Operations Report**

Brandwein gave an overview of Operations as reported in the board packet, which included recently completed cataloging libraries working group, circulation networking group, and discovery and user experience working group activities. The resumption of the mobile app feature “scan-and-go” will allow SWAN to resume its pilot phase with member libraries. Expo planning for 2026 has many more submissions from libraries than in the years past, which is a welcome change that we will be leaning into for the session schedule for this year.

c. **Treasurers Report**

Bussey reviewed the financial section of the board packet and where we see SWAN at the end of the fiscal year.

d. **Board Calendar**

None

**7. Action Item**

Approve auditor engagement letter proposal

Skog outlined SWAN completed two years with Lauterbach & Amen as the financial auditor for the organization. There was a call for proposals in 2024 for services, and Lauterbach was selected as the most cost-effective service provider. The number of proposals received were low, including a single no-bid. Skog recommended continuing with Lauterbach for the next three fiscal years.

Bussey moved, seconded by Johnson that it be

RESOLVED THAT THE SWAN BOARD APPROVES THE ENGAGEMENT LETTER WITH LAUTERBACH & AMEN FOR THE YEARS 2026, 2027, AND 2028

Motion carried by roll call vote with the following results:

Ayes: Burns, Bussey, Cottrill, Johnson, Musil, Van Cleve, Weseloh

**8. Discussion Item –**

SWAN Board evaluations results

The Board reviewed the self-evaluation results in the packet which were the online survey results compiled.

9. Discussion Item –  
June 4, 2026 Quarterly meeting agenda

The agenda was reviewed and the suggestion by Skog of an information security update be included was added to the agenda.

Musil adjourned at 11:59 am

Minutes Prepared by Aaron Skog  
Respectfully Submitted,

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Samantha Johnson  
Board Secretary

DRAFT

# SWAN Executive Director Report

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*June 18, 2026*

## Update on activities

### **Financial audit**

I signed off on the engagement letter and the audit performed by Lauterbach & Amen is underway. Ginny Blake has provided all requested documents to-date and scheduled the on-site fieldwork for October 11<sup>th</sup> through October 16<sup>th</sup>.

## Projects

### **Strategic Planning**

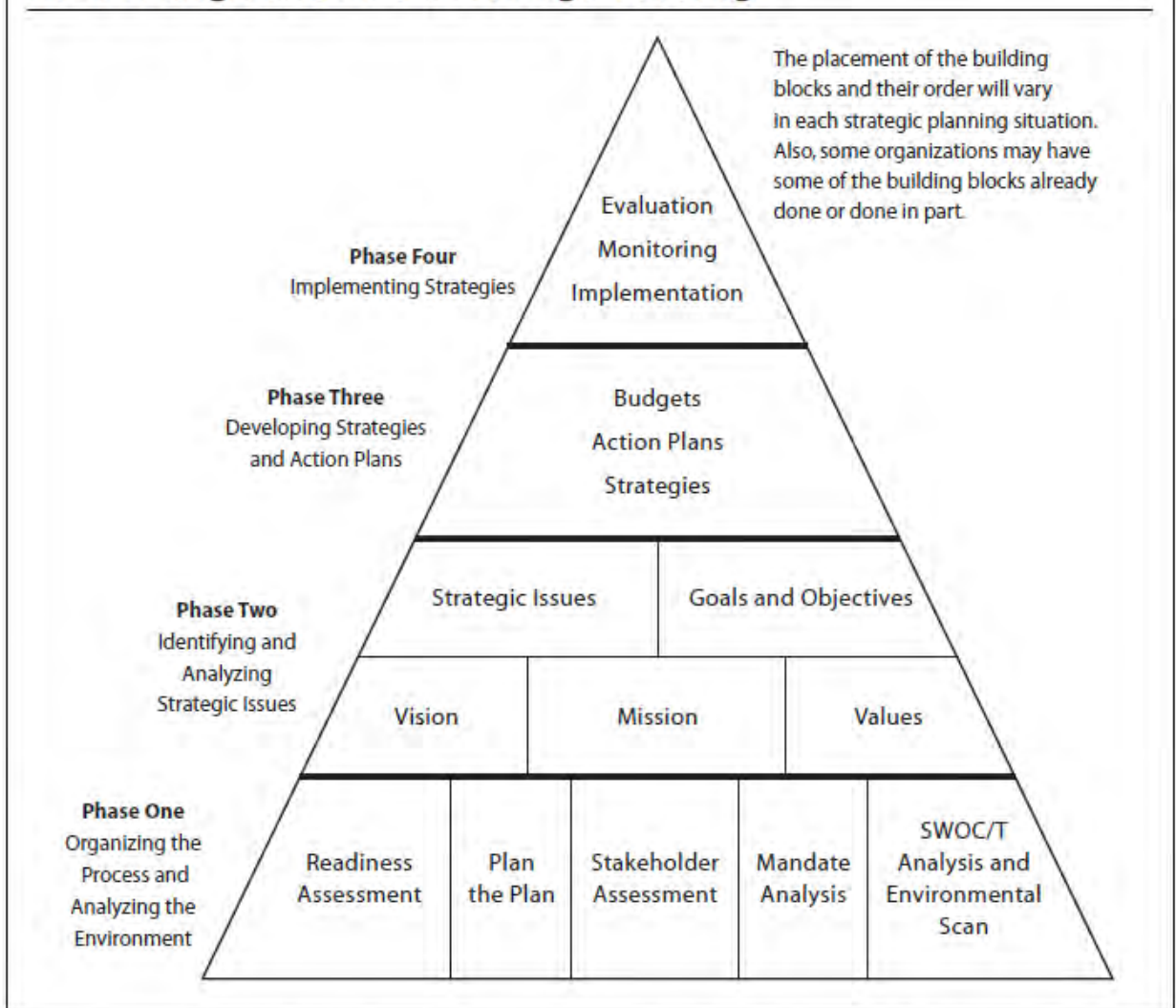
The management team met in-person for a day's retreat to work on the mission, values, and vision for the organization.

We utilized the exercises in the guidebook by John Bryson, "Creating Your Strategic Plan: A Workbook for Public and Nonprofit Organizations," as we did for the staff and board retreats. The exercise for a vision sketch was particularly valuable as the first step is to critique the SWAN organization as it is currently, and then at a later step, to describe the future after the strategic plan is fully implemented. The results of the retreat are included in the packet for discussion at the June 18<sup>th</sup> board meeting.

The next steps of taking the vision critique to the eventual fully realized vision will inform the creation of initiatives and goals for the plan itself. It is also worth noting that the mission, values, and vision could undergo additional adjustments as the plan moves forward into the later stages of development.

**FIGURE 2**

**The Building-Block View of Strategic Planning**



*Source: Adapted from material developed by Farnum Alston and The Crescent Company, Bozeman, Montana.*

**BLUEcloud priorities**

Last month at the SWAN Board meeting we heard from SirsiDynix sales representative Stacy Betts about the substantial investment that the new owning company Harris will be making in software development personnel, and that SWAN’s BLUEcloud priorities list will move from a quarterly check-in to a monthly check-in with Melissa Kulmer, Vice President of Product Management.

The SWAN BLUEcloud R&D team met to review the list of priorities and to clarify some of the functions. There will be some additional testing arranged over the upcoming month to ensure BLUEcloud Central works with our single single-on provider Ping, and to verify RFID integration in BLUEcloud Circulation is working.

## Board considerations

### Decision on ILS & analytics software platforms

I have included an action item on the June 18, 2026 agenda for the board to approve a resolution to move forward with a request for proposals.

My recommendation to the Board is to request by resolution that I move forward with a process to investigate ILS and analytics options for the consortium, which will obtain documented answers in response to our (many) questions.

Below is an approximate timeline of the activities, based on the ILS investigation from 2013, which utilized an outside consultant. This is a basic outline and does not include communication updates to the membership, nor a formal Board committee for the process at this time. I am confident that we can lead the investigation without the outside consultant and rely on recent processes created by other library consortium, with board and membership input at important milestones.

Timeline	Activity
June 2026	Visit vendors at ALA conference in Chicago
July – Sept 2026	Create instrument that will outline all of our initial questions and requirements, with scoring worksheet
October 2026	Round 1 request for proposals
November 2026	Review Round 1 proposals
December 2026	Request clarification of proposals
January 2027	Scoring of proposals & pricing
February 2027	Round 2 finalist demonstrations & membership feedback/scoring
March 2027	Request for best & final offer pricing
April 2027	Final scoring & recommendation
May 2027	Contract negotiation

### MessageBee & Expenses

There was a recent inquiry about MessageBee that was raised during the strategic planning events about MessageBee and auto-renewal notifications. I have included a May 2024 memo to the SWAN Board which provides background information on patron notifications in general, how Unique Management uses tiered pricing based on notification volume, and why the auto-renewal notification currently does not work with MessageBee. I am happy to answer any questions regarding the memo and MessageBee.

My recommendation is that while it might be possible to reinstate auto-renewal notifications, which will require working with SirsiDynix consulting to built this custom functionality in the Symphony ILS, that in lieu of a possible migration from Symphony to another ILS platform, we wait and include questions about auto-renewals within the RFP process for the next ILS.

## Monthly Financial Report

### May Balance Sheet

The Fund Balance Unrestricted line for May is \$2,200,106.80 which is unchanged from the month prior. The table below shows the current FY26 budget expense and budgeted spending from reserves.

Fund Balance Unrestricted	\$2,200,106.80
Expenses to be paid from reserve	(\$45,000.00)
	\$2,155,106.80
SWAN annual expense budget	\$3,982,493.02
Number of months operating expense in reserve	6.5

### Revenue & Expense Report

This month will be 92% of the budgeted revenue and expenses. SWAN's financials are presented on a cash basis for this current fiscal year 2026. SWAN total expenses for the year are on target at 90%.

	FY26 Budget	Ending May 2026	Percentage of budget YTD 92%
<b>Total Revenue</b>	\$3,982,493.02	\$3,644,476.91	92%
<b>Total Expenses</b>	\$3,982,493.02	\$3,580,466.10	90%
<b>Over / (Under)</b>	<b>\$0.00</b>	<b>\$64,010.81</b>	

### Accounts Receivable

4010 - SWAN Full Membership Fees: 100.11%

Fourth quarter invoices were sent out two weeks early on March 14, so we now have collected all membership fees for the fiscal year.

4310 – RAILS Support to SWAN: 100%

The final grant payment for the fiscal year was paid in April.

4499 – Annual Conference Receipts: 141.61%

The invoices to libraries that participated in 2025 SWAN Expo were sent out in September.

4510 – Interest Income: 89.89%

SWAN's Money Market yield is 3.8% for May 2026.

4520 – Investment Income: 57.55%

SWAN's IMET investment revenue is recorded in this line and is underperforming for the fiscal year.

## Accounts Payable

The majority of SWAN budget expenses remain within expected budget ranges. Below are some of the expenses exceeding 92%, which is the percentage of the budget at the end of November.

5000—Salaries & Wages: 91.60%

SWAN uses a bi-weekly pay period and has completed 24 of 27 payrolls for the fiscal year.

5024—Retirement Benefits: 98.75%

The 401a plan for all full-time employees is a fixed 9.75% contribution of the employees' salary.

5025—Health, Dental, Life, And Disability Insurance: 109.82%

The budgeted benefit expenses are going over for this fiscal year, likely due to open enrollment selections.

5220—Staff Meetings: 156.08%

This budget includes expenses for the staff retreat lunch, staff holiday party, and the SWAN board retreat lunch. This year we have two staff in-service days and the board meeting luncheon which has put this line over budget.

5310—Travel Reimbursement: 181.49%

Reimbursements to SWAN employees for local travel to meetings. We have more scheduled in-person meetings at networking events for the past year.

5330 – Library Professional Development: 124.63%

The learning management system was renewed at \$6,248.73 along with the instructional software at \$3,192.75 which were higher than expected. We have also incorporated a month subscription to video editing software called Loom, which is helping with more professional online instruction within the learning management system.

5440—Library Services Platform: 105.26%

The expenses for the year to date are listed below. Online patron registration renewed in May 2026, so there are two annual subscriptions reflected in the budget, contributing to the additional expenses for the year. The switch to Grove for Libraries for Aspen support and hosting resulted in savings, but it was not enough to offset the increases with SirsiDynix and EBSCO.

	<b>FY26</b>	<b>FY26 Actual</b>	<b>Difference</b>
SirsiDynix	\$365,864	\$417,575	\$51,711
OCLC	\$318,848	\$318,848	\$0
EBSCO EDS	\$121,621	\$127,700	\$6,079
Online patron registration	\$16,500	\$18,804	\$2,304

Aspen hosting	\$102,350	\$92,600	(\$9,750)
OpenAthens	\$67,842	\$69,838	\$1,996
	<b>\$993,025</b>	<b>\$1,045,365</b>	\$52,340

5450—Data Management Services: 87.98%

The National Change of Address was completed and its expense with Unique Management has this budget line in its expected range. Bibliographic database updates through Backstage Library Works continue with contractually set rates.

5460 – Information Subscription Service: 101.64%

ProQuest Syndetic Solutions subscription is paid for the full year.

5490—Group Purchases Services: 553.42%

Throughout the year SWAN will purchase one-time licenses for Symphony “Pseudo Library” for member libraries adding drive-up windows, pickup lockers, or special branches. These purchases are offset by #4190 Member Group Purchase Receipts. Recently, Tinley Park purchased a pseudo library in Symphony for its planned drive-up window. The Envisionware group purchase for OneStop self-check software was paid in December 2025 and will be offset by revenue in the 4190 Member Group Purchase Receipts.

5620—Hardware: 90.10%

A laptop replacement purchase was made in December 2025. Last month’s report incorrectly stated that all laptops were received, when in fact Lenovo’s laptop stock was smaller than our placed order. Several additional laptops have now become available and the order will be completed by the end of the fiscal year. I anticipate this is one-time expense will be under budget for the year.

5700—Insurance: 102.93%

The business and cyber risk insurance coverage was renewed at \$5,170 and \$6,191 respectively.

5820—Accounting: 103.13%

Our ongoing monthly accounting expense is recorded in this line, along with full payment for the fiscal audit. SWAN paid a one-time expense for additional accounting services for the month of March.

5920—Reimburse for Resource Sharing: 116.62%

Expenses related to the SWAN member libraries centralized reimbursement of unreturned material. The expenses in this line are offset by revenue in the 4220 Reimbursement Losses for Resource Sharing line. It is difficult to predict in an upcoming year if this expense will go over budget, but it is also a pass-through expense offset by revenue in the 4330 Reimbursement Losses budget line.

5940—E-Commerce Payment Transactions: 106.81%

Expenses related to the Aspen Discovery online payments through PayPal. Library payments will be collected in the revenue budget line 4240 and quarterly reconciliation and payments back to the libraries are recorded in this budget line.

6010—Bank Fees: 246.00%

SWAN now pays all vendors via bank ACH which incurs a fee for each transaction.

# Operations Report: May 2026

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## Summary

Membership engagement activities and statistics are reported through the month-end of May 2026. 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 the report’s time period.

## 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
5/7/2026	Acquisitions & Cataloging Networking	Bibliographic Services	Membership Meeting
5/13/2026	Book Clubs and Beyond:	Administration	Membership Meeting
5/12/2026	Acquisitions Consultation (OLS)	Bibliographic Services	Consultation
5/22/2026	Remodel Consultation (BLD)	User Experience	Membership Meeting
5/22/2026	SWAN Board Meeting	Administration	Governance
5/26/2026	SWAN Fireside Chat	All	Membership Meeting
5/27/2026	Working Smarter, Not Harder: Shortcuts that Make Common Tasks a Breeze	Bibliographic Services	Membership Meeting
5/28/2026	e-Resource Working Group	User Experience	Membership Meeting

## User Groups and Engagement Events

### Acquisitions and Cataloging Networking (5/7/2026)

The Acquisitions and Cataloging Networking Group held their quarterly meeting in-person at Warrenville Public Library District. One of the main topics of discussion was vendor updates. It was highlighted that Ingram was no longer including printed invoices or packing lists with their shipments, so libraries were discussing whether people are printing these documents in-house or if they are adapting their methods of receiving materials to be fully digital. Amazon.com is offering libraries with a business account the ability to download .mrc files of the book materials they purchase that can be uploaded as pre-cats into WorkFlows. EDI ordering/invoicing as well as .mrc files for non-book materials is on their future roadmap of services to offer. One individual mentioned that some people from Baker & Taylor are now working on this project for Amazon. Finally, there was discussion of

members of this group participating in larger SWAN events/conversations like strategic planning sessions and presenting at SWAN Expo.

### **Book Clubs and Beyond (Discussion) (5/13/2026)**

This discussion event took place at Geneva Public Library and was our first hybrid engagement event, using Geneva's owl camera to facilitate. The group discussed challenges with engagement, logistics, and lending and shared strategies for running or accommodating multiple successful book clubs.

### **Working Smarter, Not Harder: Shortcuts to Make Common Tasks a Breeze (Discussion) (5/27/2026)**

Lucas McKeever led the membership engagement meeting "Working Smarter Not Harder: Automations to Make Common Tasks a Breeze." Three representatives from member libraries were asked to prepare pre-selected show and tell topics, such as auto de-newing reports, inventory projects (including the use of an RFID wand), and MARCedit batch load of ILL records from OCLC. There were approximately 30 attendees and conversation heavily leaned into de-newing reports and inventory processes. We received a ticket requesting more information on the auto de-newing process from an attendee following the meeting.

### **E-Resource Working (5/28/2026)**

May 28<sup>th</sup> marked the second E-Resource Working Group meeting of 2026. The group used this session to set a focus area for their work going forward: boosting electronic resource usage across member libraries. This direction will guide the group's priorities for the remainder of the year as they identify strategies and initiatives to increase patron engagement with digital collections.

## **Major Projects & Research**

### **BLUEcloud Analytics Private Intelligence Server rollout**

In May, we completed the migration of our BLUEcloud Analytics instance to a private server. The prior implementation of Analytics was hosted by SirsiDynix on a server shared with multiple other users, so although our data was siloed, we were unable to access many of the administrative tools the system offers.

The migration itself went smoothly despite a delay on the part of SirsiDynix, but afterward, we found that certain e-mail servers were not accepting e-mails sent by the new system due to identifying elements missing from the header. Eventually, SirsiDynix was able to resolve this by funneling all e-mail routing through a single known server.

Now that the issue is resolved, we are moving on to exploring the new setup. Our first major push will be to standardize permissions across all library users. Inconsistent access to certain features has been a known issue that we did not have the visibility to understand, and information obtained from support did not illuminate the situation. Since moving to the Private Intelligence Server, we have

pinpointed the discrepancy between certain users. As a result, we are taking an inventory of permissions for all non-SWAN users and will redesign the permissions profile to make it consistent and as open as we can.

After this phase, we will begin investigating usage tracking, subscription maintenance, and dashboard creation.

## **Aspen Discovery**

### **26.05 release**

The 26.04 release of Aspen included improvements to the language filter, special hours management features to handle partial closings, and a new administration page for purchase suggestions that gives staff the ability to bulk handle multiple requests for a single title.

### **Scan-and-go**

The Scan-and-go pilot resumed June 1<sup>st</sup> with Indian Prairie, Downers Grove, and Lansing. Staff will test through the month of June with our next checkin scheduled for early July.

Development in the 26.05 release added in handling of override codes to accommodate scenarios such as a patron checking out a title on hold for them from an open hold shelf, which by default is blocked without an override code. SWAN staff performed extensive testing of the new override code functionality along with regular release testing. New settings also allow us to assign the checkout location to the item current location, which is a better way to handle self check for us; previously the options were to assign checkouts to the patron home library or the instance of the app they were using.

### **Hoopla API update & Flex integration**

On May 12<sup>th</sup>, Olivia Montolin rolled out the Hoopla Flex integration, enabling Flex titles to be discoverable in both the library catalog and SWAN Libraries+ app. Approximately seven SWAN libraries subscribe to both Hoopla Instant and Flex.

Enabling Flex title discovery through the API required a full reindex of each library's Instant collection, which took 6-8 hours to complete per collection. The reindexing process spanned nearly the full week following the May 12 launch date. Upon completion, Flex and Instant titles blend seamlessly in the catalog, with availability displaying correctly for patrons.

## **SWAN Expo Planning**

The SWAN expo session schedule has been finalized and all proposals responded to. This year's event will be heavily member-led. A preliminary list of session descriptions has been posted to the support site, and all member participants have been paired with a SWAN staff member to see them through the process and make sure presentation development is on track.

We have also created a sign-up form to participate in the Library of Things Petting Zoo that will be on display in the main event room during the day to welcome visitors between sessions to browse items libraries are willing to showcase from their unique collections.

## 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
5/7/2026	Aspen Inside Scoop	All	Partnerships
5/14/2026	Aspen Community Meeting	All	Partnerships
5/21/2026	Aspen Catalogers Meeting	Bibliographic Services	Partnerships
5/27/2026	SirsiDynix SureSailing	All	Partnerships

## Support, Documentation, and Training

Details on support tickets, documentation, and training.

## Outage Tracking

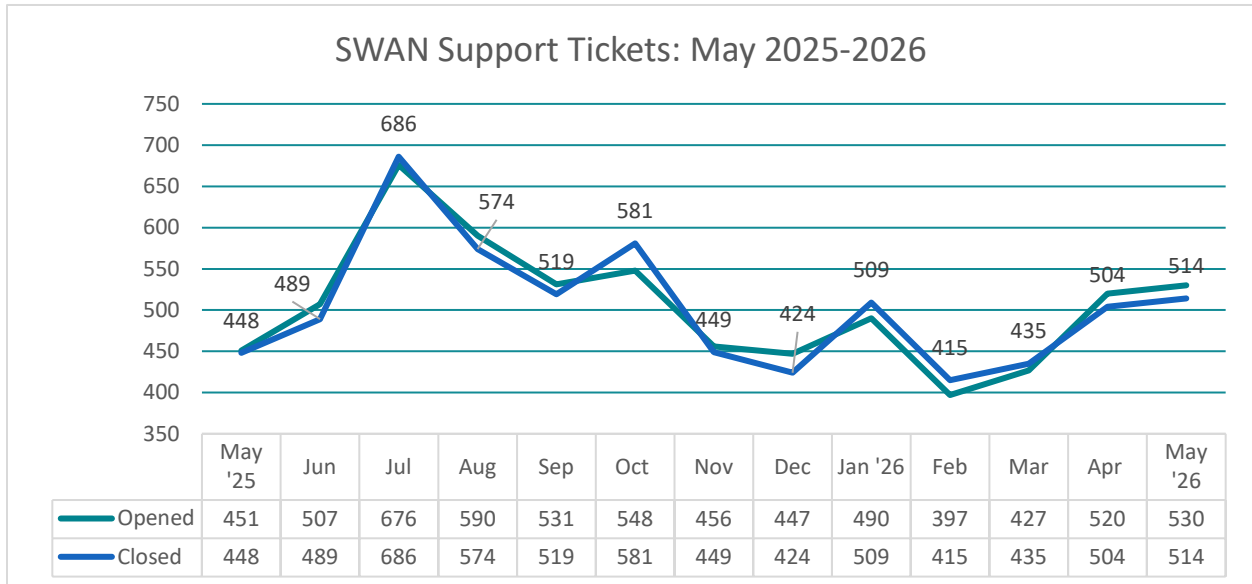
A couple of email delivery issues arose in May. The migration to BLUEcloud Private Intelligence Server also caused minor disruption.

### System Maintenance & Outage Calendar

Incident	Date	Details
<b>Web Services Upgrade Scheduled</b>	5/4/2026	Upgrading Web Services on Test prior to scheduling production upgrade
<b>BcA Private Intelligence Server Migration</b>	5/11/2026	Move to new BLUEcloud Analytics Server
<b>SendGrid Service Temporarily Suspended</b>	5/14-19/2026	Email delivery from Symphony/SWANcom impacted over weekend
<b>Existing BcA Server Retired</b>	5/19/2026	Post-migration to PIS
<b>Delayed Symphony Reports</b>	5/20/2026	EDI report hung during processing, delaying regularly scheduled morning reports
<b>BcaA Reports Not Received</b>	5/28/2026	Upon switching to PIS, the email server was sending email missing critical identifiers, preventing Gmail from verifying sender. Gmail rejected the messages as a result

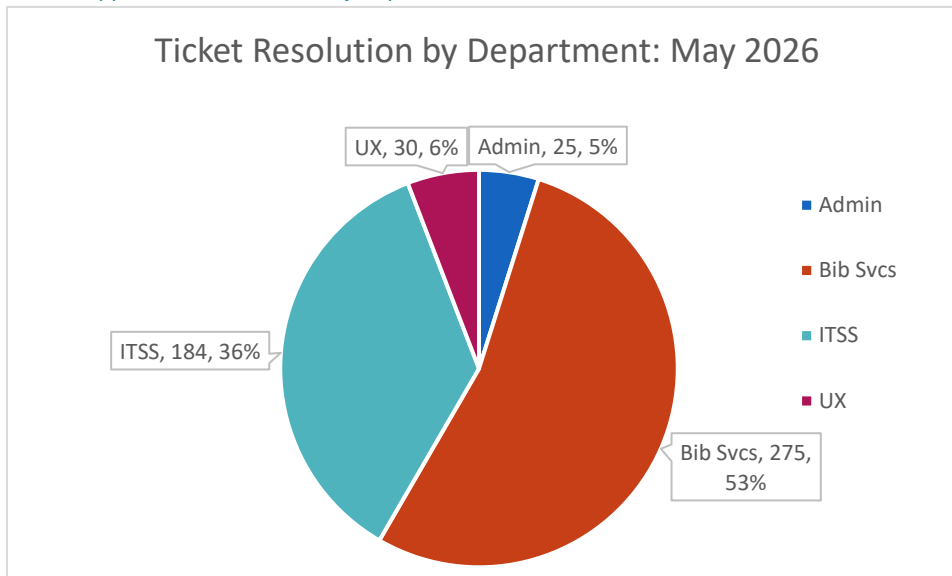
## Support Tickets

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



Data labels reflect tickets closed each month.

### SWAN Support Tickets Resolved by Department



## Support Site

### New and updated documentation

Tara Wood added new documentation, [Email templates in Aspen](#) and updated documentation for [Library System & Locations Settings in Aspen](#) and [Purchase Suggestions](#) to reflect updates from the 26.05 Aspen release.

## Training Modules & Recordings

### Webinar project

Throughout the next year, Crystal Vela is leading a project with SWAN staff to re-record and refresh our webinars.

Current in-progress webinars are:

- SWAN Help Desk Orientation (Scott Brandwein)
- Generic Users: When and How to User (Vickie Totton)
- Aspen All Staff: Masquerade Mode and Holds (Crystal Vela)
- Aspen Admin Training: Browse Categories (Tara Wood)

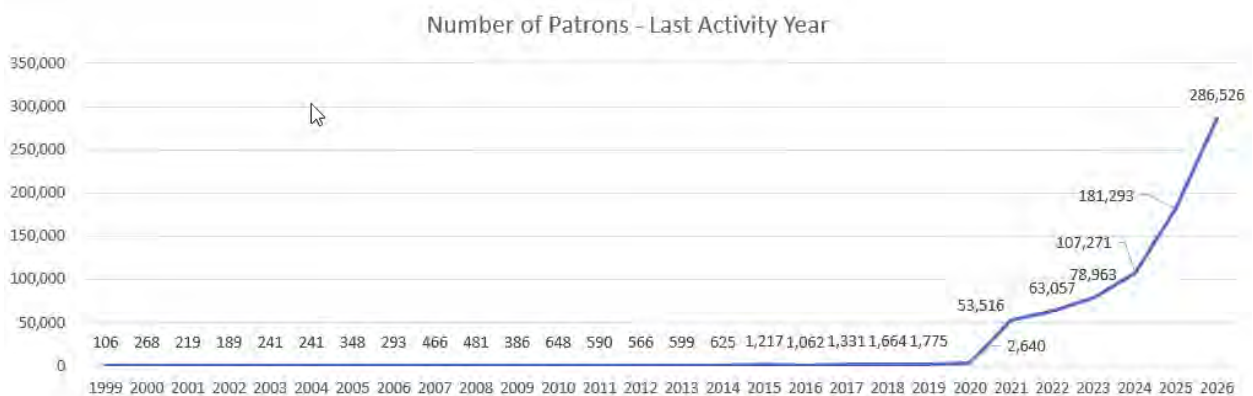
### Single sign-on for our Learning Management System

Staff from UX and IT are exploring SSO for our online learning management system, currently Inquisiq. Crystal has reached out to Inquisiq to push for development needed to stay on our current platform while also evaluating potential replacement candidates compatible with PingOne, our identity provider.

## Maintenance

### Automatic Monthly Patron Record Removal

In May, we removed 5,778 inactive patrons from the database. We currently have 791,348 registered patrons in the system. Now that the patron record purge has reached the goal of >5 years of inactivity, only 2% (15,704) have been inactive since before 2021 and remain due to bills greater than \$100 on their account.

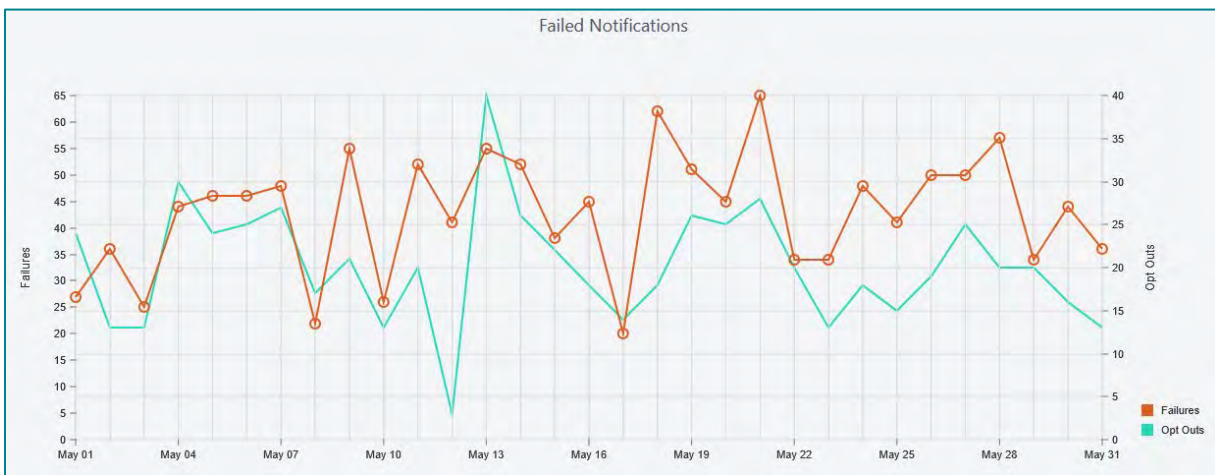
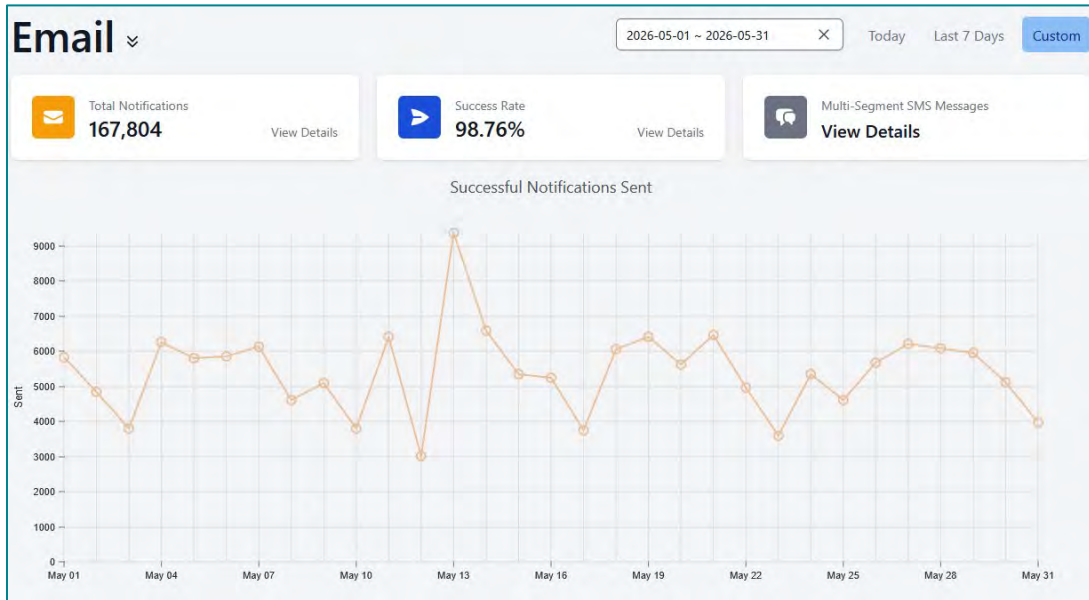


We encourage libraries to examine these bills for possible removal at the library's discretion. Patrons accounts older than 5 years old rarely see activity.

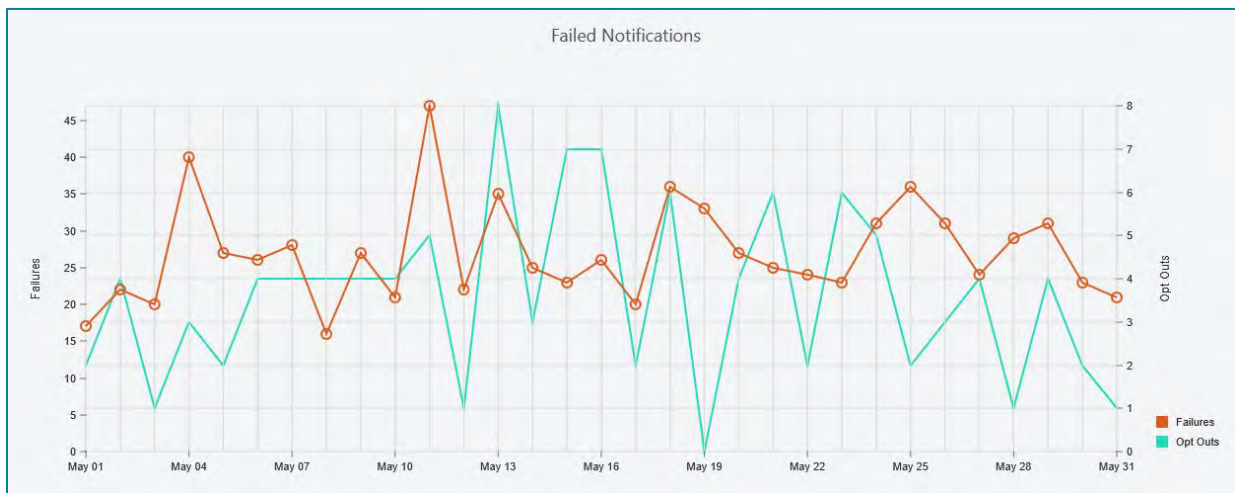
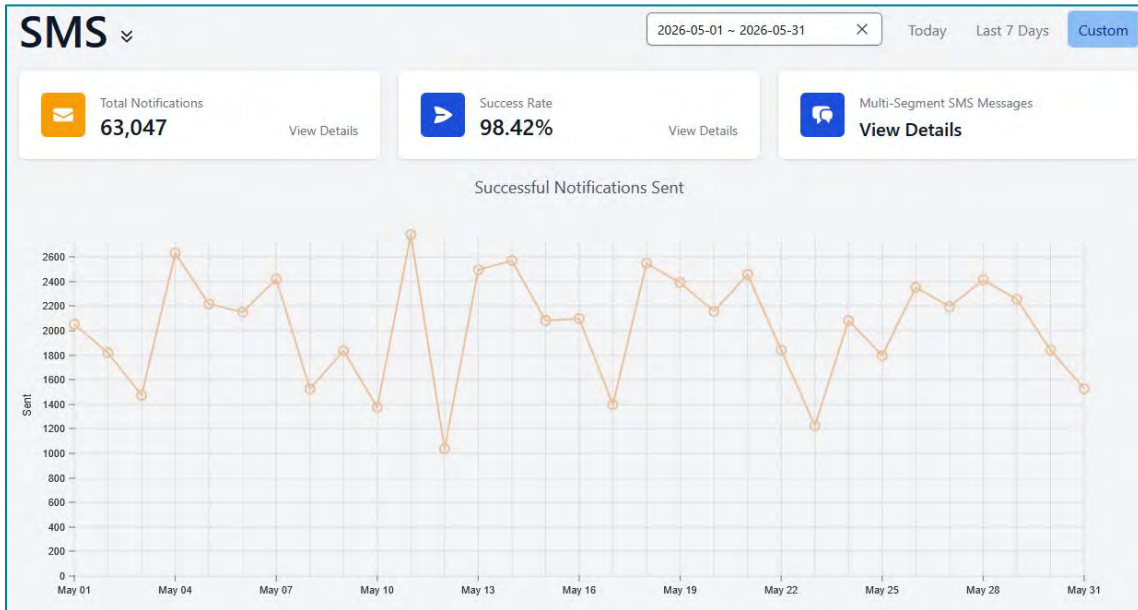
## MessageBee Statistics

Segment/Month	Sent	Delivered	Failed	Success Rate	OptOut	Opens	Clicks
<b>Email</b>							
Jan-26	192,045	189,160	1,465	98.50%	591	146,811	5,562
Feb-26	154,139	152,424	1,142	98.89%	541	118,308	4,429
Mar-26	175,068	173,196	1,206	98.93%	617	134,654	4,719
Apr-26	161,470	159,637	1,258	98.86%	545	124,252	4,370
May-26	167,804	165,729	1,329	98.76%	626	127,721	4,719
<b>SMS</b>							
Jan-26	72,132	70,793	979	98.14%	93	N/A	N/A
Feb-26	58,194	57,295	762	98.46%	70	N/A	N/A
Mar-26	68,411	67,402	895	98.53%	89	N/A	N/A
Apr-26	64,947	63,948	892	98.46%	95	N/A	N/A
May-26	63,047	62,051	836	98.42%	111	N/A	N/A
<b>Voice</b>							
Jan-26	7,291	6,995	236	95.94%	0	N/A	N/A
Feb-26	5,847	5,665	161	96.89%	0	N/A	N/A
Mar-26	6,483	6,276	189	96.81%	0	N/A	N/A
Apr-26	6,163	5,983	171	97.08%	0	N/A	N/A
May-26	5,657	5,414	233	95.70%	0	N/A	N/A

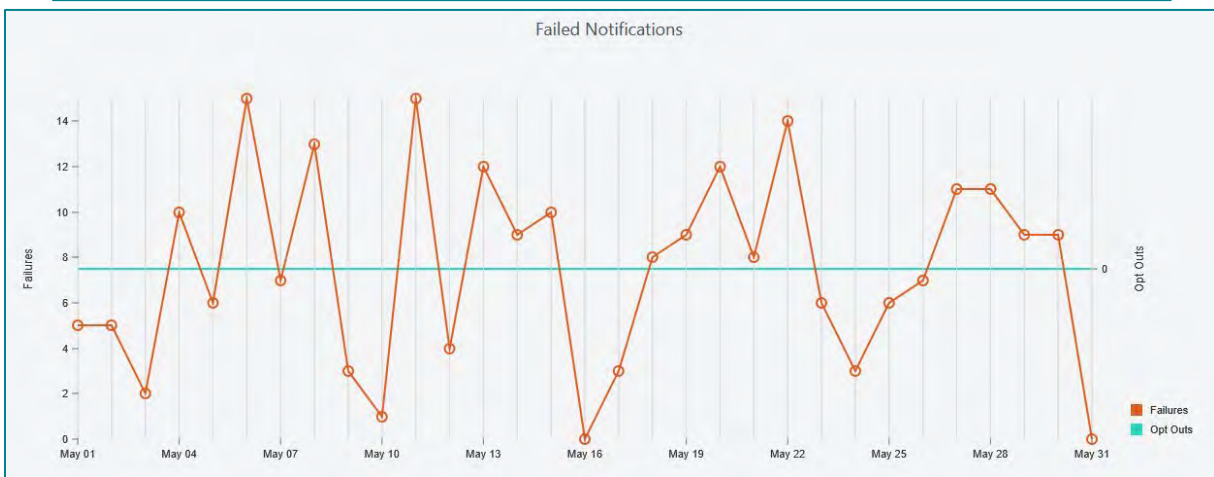
## Email Notices



## SMS Notices



## Voice Notices



## Print Notices

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

Month/Yr	Bill Notices	Amount
December, 2025	530	\$ 514.10
January, 2026	487	\$ 472.39
February, 2026	407	\$ 394.79
March, 2026	322	\$ 312.34
April, 2026	318	\$ 308.46
May, 2026	344	\$ 333.68

## SendGrid Statistics

SendGrid processes email originating from Symphony, SWANcom, and other official communications.

On May 14<sup>th</sup>, SendGrid detected spam email had been processed through our account via API key. This resulted in our account being placed on temporary hold, meaning no email was sent during this period. Despite cycling the API key the next morning and responding to the support ticket, SendGrid support took several days to respond and reactivate our account. Service was finally restored on May 19<sup>th</sup>. This is reflected in this month's increase in blocked email.

Month/Yr	Total Requests	Total Processed	Success Rate (Delivered)	Addresses			Messages		
				Bounced	Marked as Spam	Invalid	Blocks	Bounce Drops	Spam Drops
May '25	57,178	54,382	99% (53,839)	141	0	48	490	2,502	246
Jun	60,485	57,526	98.97% (56,931)	172	4	45	502	2,708	206
Jul	77,571	73,990	99.1% (73,324)	186	4	38	583	3,306	237
Aug	67,299	62,996	99.5% (62,668)	184	1	1,054	248	3,026	223
Sep	63,875	60,385	99.27% (59,947)	212	3	36	320	3,202	252
Oct	64,281	60,557	99.54% (60,276)	146	4	27	362	3,453	244
Nov	56,617	53,594	93.03% (52,672)	100	1	34	929	2,793	196
Dec	52,521	49,720	99.52% (49,481)	102	0	47	237	2,571	183
Jan '26	54,898	52,190	99.45% (51,906)	154	3	37	224	2,463	208
Feb	49,080	46,996	99.35% (46,651)	231	2	29	218	1,888	167
Mar	55,348	53,854	99.28% (53,465)	199	2	34	253	1,256	204
Apr	63,051	61,256	98.06% (60,070)	200	3	24	1,158	1,595	176
May '26	73,871	71,439	84.34% (60,254)	227	9	30	11,124	2,210	192



## 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.

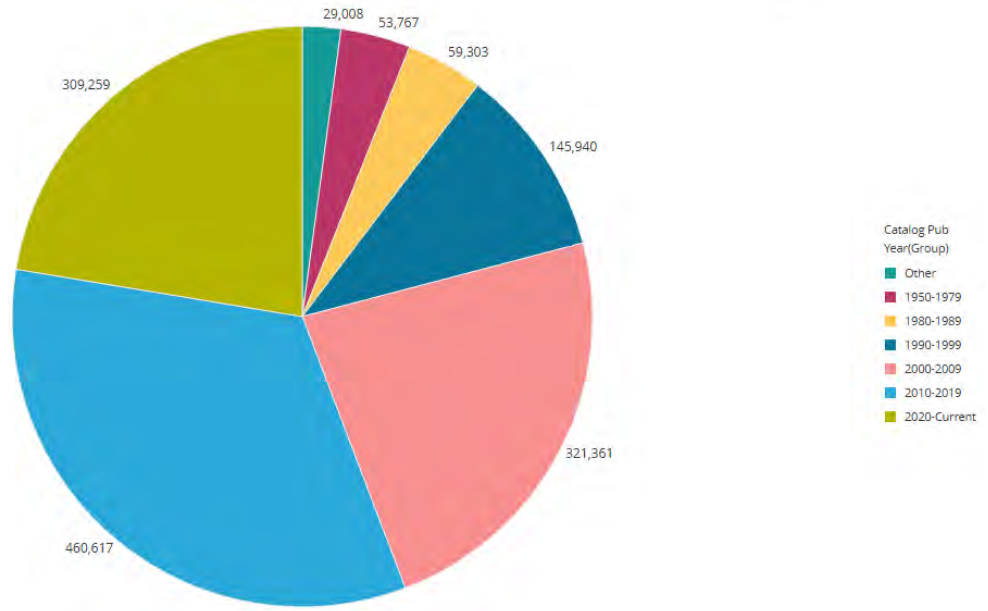
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Orig 2023</b>	114	123	187	197	164	146	57	38	34	104	111	40	<b>1,315</b>
<b>Copy 2023</b>	2,925	2,213	2,352	1,819	2,630	2,310	1,752	2,215	1,875	2,338	1,968	1,838	<b>26,235</b>
<b>Orig 2024</b>	134	149	127	132	125	80	129	63	99	80	80	73	<b>1,271</b>
<b>Copy 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 2025</b>	116	96	145	131	137	52	32	59	122	64	121	58	<b>1,133</b>
<b>Copy 2025</b>	2376	2147	1832	2029	1720	1504	1790	1765	1674	1862	1551	1543	<b>21,793</b>
<b>Orig 2026</b>	58	68	65	159	217								
<b>Copy 2026</b>	1830	1766	2080	1372	1364								

## Records Added

In May, SWAN libraries added 44,846 new items to the database, and a total of 4,271 new catalog records.

Currently, we have 1,379,255 unique bibliographic records with available items. Of these, 56% were published in or after 2010.

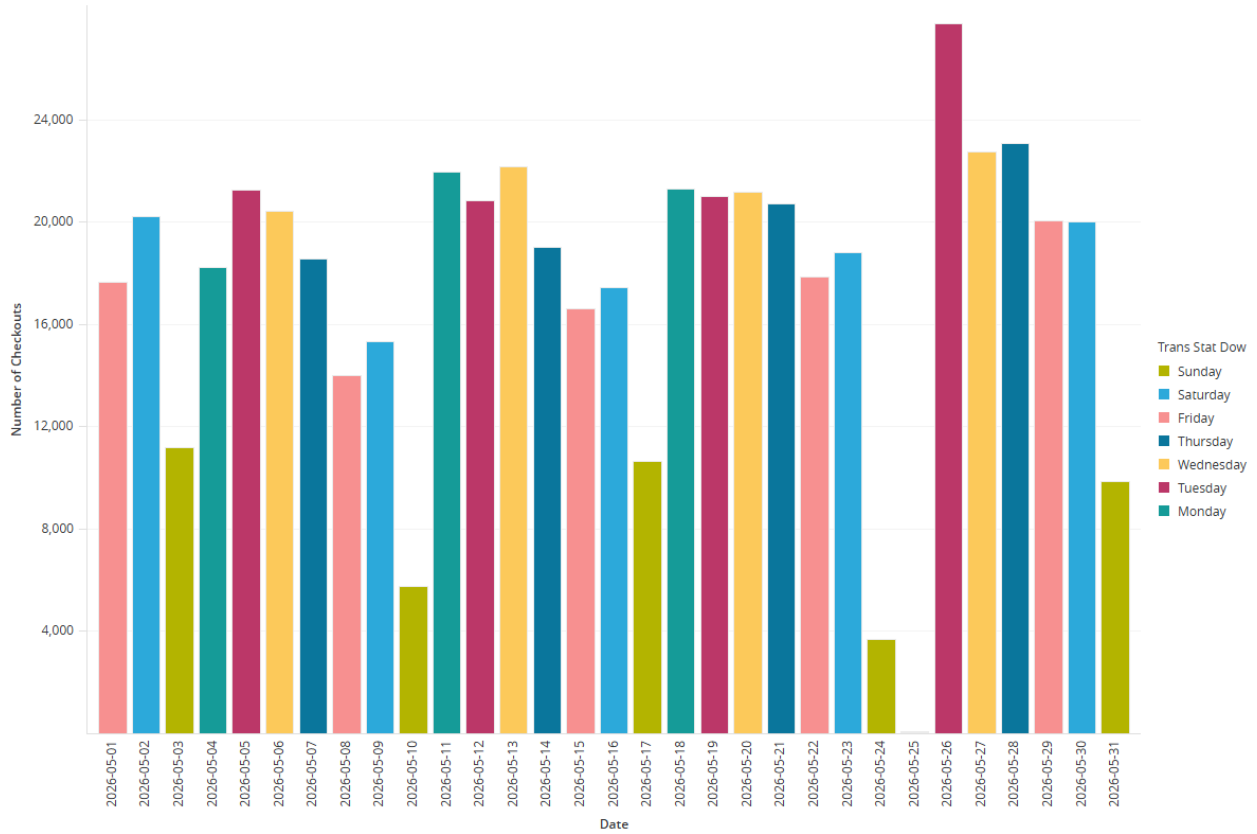
Title Count by Publication Year



## Circulation

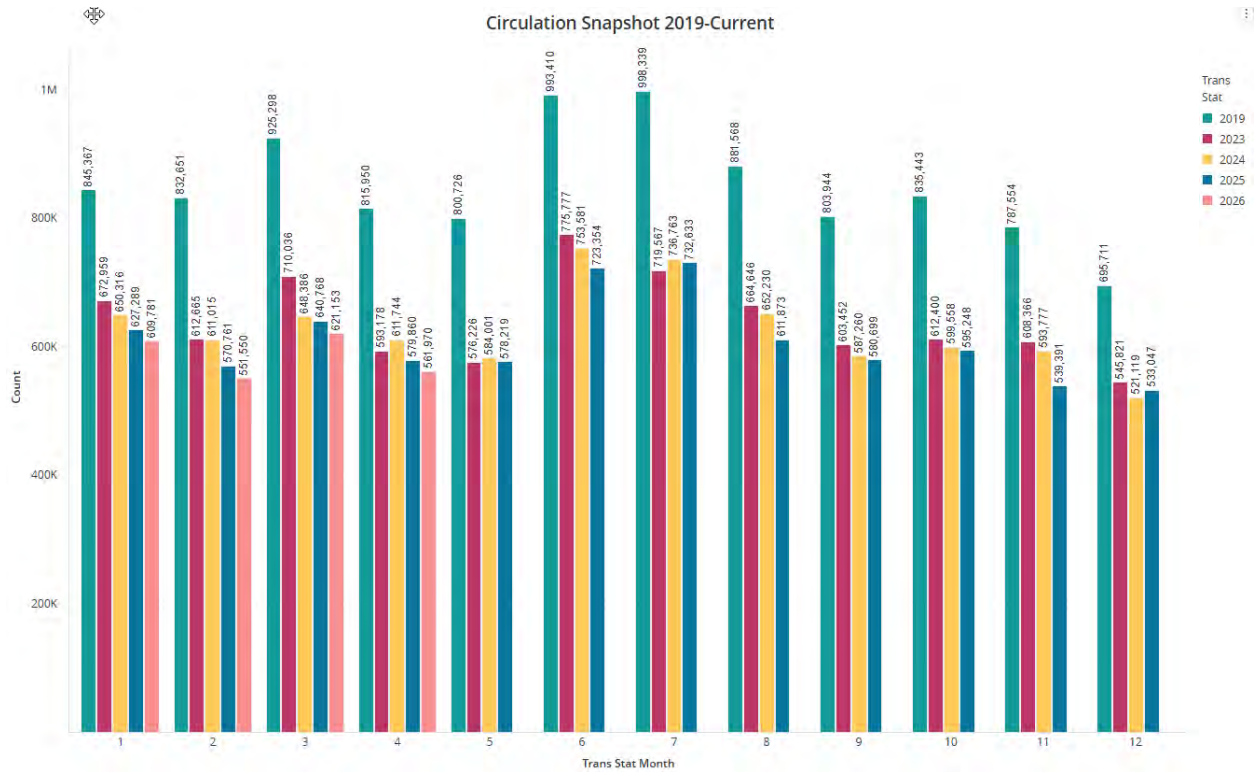
In May, there were 539,442 total circulations across all SWAN libraries.

Daily Circulation Totals - Previous Month



**Monthly total comparison since 2019**

Systemwide physical circulation was 93.3% of the total in May 2025 and 67.6% of the pre-pandemic count from May 2019. The first few months of this year demonstrate the slight downward trend in physical circulations that has been taking place since 2020.



## Trends in Holds

In May, 186,112 holds were placed by 40,286 unique patrons, for an average of 4.6 items per holding patron. Hold placements/pickup remains steady in recent years, even as physical circulation tapers.

## Interlibrary Loan & Resource Sharing

In May, Interlibrary loan checkouts between SWAN members totaled 100,856 for 19% of total checkouts.

Reciprocal borrowing between SWAN libraries totaled another 17.3% of total checkouts at 92,690. Non-SWAN reciprocal borrowing made up another 3.6% of checkouts.

## OCLC Worldwide Resource Sharing

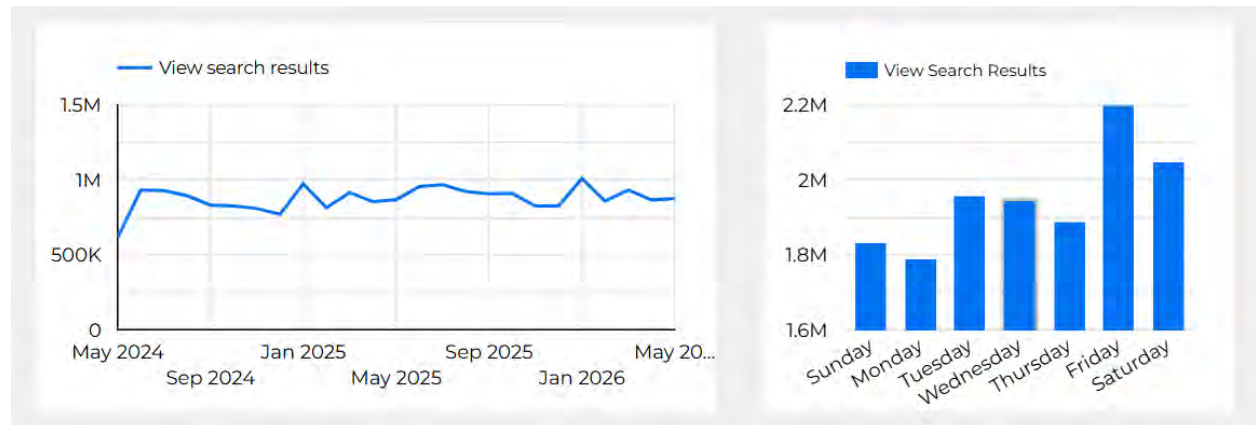
In May, our combined OCLC interlibrary loan statistics show that SWAN was still a net lender by a ratio of 2 items lent for each item borrowed. We lent 2,226 items and 8 copies and borrowed 1,081 items and 31 copies.

# Online Public Catalog - Aspen

## Top 25 Searches in Aspen (May 2026)

- |                                |                             |                        |
|--------------------------------|-----------------------------|------------------------|
| 1. yesteryear                  | 9. the calamity club        | 17. games              |
| 2. theo of golden              | 10. pokemon                 | 18. our perfect storm  |
| 3. project hail mary           | 11. elle kennedy            | 19. historical fiction |
| 4. the correspondent           | 12. strangers               | 20. freida mcfadden    |
| 5. remarkably bright creatures | 13. london falling          | 21. off campus         |
| 6. the deal                    | 14. the things we never say | 22. lgbtq              |
| 7. anime                       | 15. star wars               | 23. mad mabel          |
| 8. summer                      | 16. mental health           | 24. music              |
|                                |                             | 25. invincible         |

## Results Pageviews in Aspen

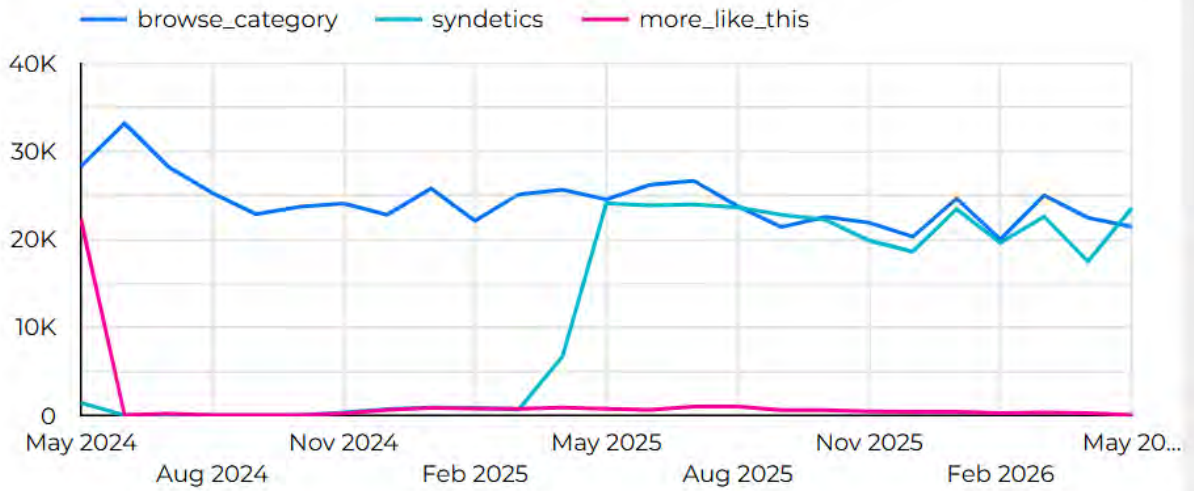


## Usage of Recommendations

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*.
- “Syndetics” refers to Syndetics Unbound recommendations - *enabled April 2025*.

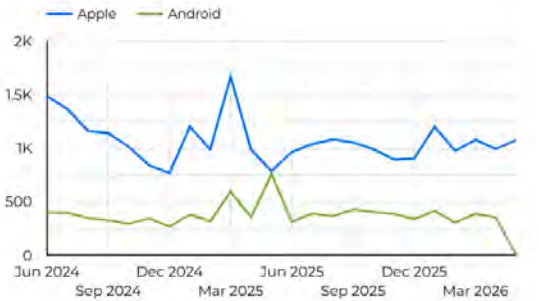
## Recommendations



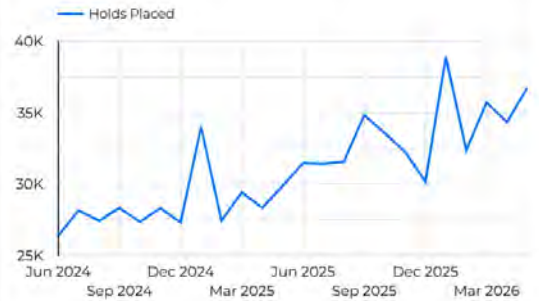
## SWAN Libraries + App – Aspen LiDA

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**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
Friday, July 18, 2025	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. Set hosting schedule for regular board meetings for next 12 months.
Friday, August 15, 2025	Regular SWAN Board Meeting	Meeting often conflicts with SWAN Expo. Decision on recommend to cancel meeting.
Thursday, September 4, 2025	SWAN Quarterly Meeting	Introduce new SWAN Board members
Friday, September 19, 2025	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
Friday, October 17, 2025	Regular SWAN Board Meeting	Aaron begins work on FY26 budget, brings questions to SWAN Board if needed.
Friday, November 21, 2025	Regular SWAN Board Meeting	Aaron to bring next SWAN budget draft; Board discuss Fees and determines next steps. Board approves meeting dates for upcoming calendar. Make decision on membership platform satisfaction survey.
Thursday, December 4, 2025	SWAN Quarterly Meeting	
Friday, December 19, 2025	Regular SWAN Board Meeting	Review of SWAN Budget Draft
Friday, January 23, 2026	Regular SWAN Board Meeting	Board accepts financial audit. Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
Tuesday, February 3, 2026	Committee of the Whole meeting (virtual)	Meeting to discuss FY26 budget, fees, and reserves worksheet.
Friday, February 20, 2026	Regular SWAN Board Meeting	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.
Thursday, March 5, 2026	SWAN Quarterly Meeting	Roll call vote to approve SWAN budget. Announce Board election process.
Friday, March 20, 2026	Regular SWAN Board Meeting	Strategic planning retreat
Friday, April 17, 2026	Regular SWAN Board Meeting	Review and approve Board Self Evaluation Form; assign date for completion. Compile questions for SirsiDynix.
Friday, May 22, 2026	Regular SWAN Board Meeting	Review Board Self-Evaluation Results.
Thursday, June 4, 2026	SWAN Quarterly Meeting	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 19, 2026	Regular SWAN Board Meeting	Review/Write Off Allowance for Doubtful Accounts. Director Evaluation - Provide results and discuss (Executive Session). Approve schedule for regular board meetings for next 12 months.

## SWAN Board & Membership Meeting Schedule 2025 - 2026

Date	Meeting type	Location
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Friday, November 21, 2025	Regular SWAN Board Meeting	West Chicago Public Library
Friday, December 19, 2025	Regular SWAN Board Meeting	West Chicago Public Library
Friday, January 23, 2026	Regular SWAN Board Meeting	Itasca Community Library
Friday, February 20, 2026	Regular SWAN Board Meeting	Itasca Community Library
Friday, March 20, 2026	Regular SWAN Board Meeting	Glen Ellyn Public Library
Friday, April 17, 2026	Regular SWAN Board Meeting	Roselle Public Library
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# Mission, Values, Vision

June 18, 2026 versions

## Mission

Defines the problem in society the organization is trying to solve.

**We strengthen libraries through equitable access to information, resource sharing, and technology.**

## Values

Values underpin how the organization operates.

**Cooperation & Collaboration**

**Reliability**

**Dedication**

**Trust**

**Equity**

**Privacy & Security**

## Vision

Answers “What is the organization’s solution?”

**Every library, regardless of size or resources, has reliable and equitable access to collections, technology, and expertise and can connect in a collaborative culture wherein libraries succeed together.**

**Date:** May 17, 2024  
**To:** SWAN Board  
**From:** Aaron Skog, Executive Director  
**Re:** Autorenewals & MessageBee: next steps

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My proposal to address the autorenewal process is to increase the frequency of the report that automatically renews a library user's eligible material, instead of them having to renew or return items. However, there remain some concerns over the email notification for autorenewed items that prevents SWAN from moving forward to my recommended next step.

## Background

SWAN in 2008 ran what was effectively a small shop dedicated to printing notices. There were staff positions that worked overnight and during the daytime to process printed notices. Two large printers were used to print on a special tractor fed sealed envelope. These were printed, divided, and sent via USPS First Class. Some libraries had standing requests to have all printed notices sent to the library for review prior to mailing from the library. Additionally, overnight SWAN staff would enter commands on the ILS to kick-off the process for email notifications. There were no SMS or voice notifications.

I found this arrangement to be inefficient and outdated, and tasked the SWAN staff responsible for the design to begin incorporating some of the automation available within the Millennium ILS. The goal was to streamline and speed up the notification process so that library users would be notified quickly.

With the adoption of Symphony ILS in 2015, I had SWAN transition away from in-house printing to instead utilize Unique Management to print the paper notices. The cost of the service was based on notice count. Additionally, with Unique's use of a bulk printing process with all of its customers, the USPS cost was lower than First Class mail. SWAN eliminated the staff position dedicated to paper notice printing, discontinued purchasing specialized paper, and discarded the two printers and ended its printer maintenance contract.

SWAN's SirsiDynix contract allowed us to incorporate SMS and voice messages into the notification matrix. Staff worked with our user groups to build a daily schedule when the email, SMS, voice, and print messages would run. On top of the notification types, there were notices for courtesy, first, second, hold alert, hold expiration, and bills to put into this matrix.

In 2016, SWAN worked with SirsiDynix Consulting to develop the autorenewal notice. This process would run daily to check if an item could be renewed. This process stood somewhat outside of the established notice types and would send emails immediately once the set schedule would run. Our autorenewal process used a design created within the MAGIC consortium, whose libraries made adoption of autorenewals a requirement to join SWAN.

The SWAN Symphony ILS server was migrated to our cloud platform with Microsoft Azure in 2017 and as part of that migration, emails generated by Symphony were sent via the “volume email service” SendGrid. SendGrid would charge for emails sent based on counts.

In 2020 the voice notifications were migrated from the SirsiDynix Voice Automation (SVA) server to Unique Management. Unique at this point was handling print and voice notices.

During the pandemic of 2020, SWAN went through several phases where notifications were suspended for periods of time due to library closures. This was managed centrally by SWAN staff and updates were provided to membership during the weekly Fireside updates.

Printed notices in late 2020 were reduced from first, second, and bill notices, to only print bill notices. This change was announced and SWAN’s printing costs with Unique went from an average of \$2,700 per month to \$300 per month.

**MessageBee adoption**

The 2022 plans for MessageBee adoption were to continue using voice and print with Unique Management and move the email and SMS processes away from SirsiDynix. Unique’s pricing matrix for SMS and email (not unlike what SirsiDynix and the SWAN costs with SendGrid) were based on threshold counts.

In preparation for the recommendation to adopt MessageBee and drop SirsiDynix and SendGrid, we internally studied the counts for a month. Based on the monthly notice counts, it was clear that Autorenewals were our highest volume of notice type.

<b>Notices: SMS, email, autorenewals</b>	<b>Monthly totals prior to MessageBee</b>	<b>25% increase in counts</b>
SMS Notices: courtesy, overdue, hold pickup, hold reminder	68,324	85,405
Email Notices: courtesy, overdue, hold pickup, hold reminder, hold cancelled/expired, bills	192,799	240,999
Autorenewals - email	157,449	196,811
<b>Email notices total</b>	<b>398,448</b>	<b>437,810</b>

SWAN’s autorenewal notices run as a daily process. At 8:12 a.m. the autorenewal emails run, and then at 8:30 a.m. the courtesy email notice would run, showing which items were going to be overdue soon. A patron would receive two emails: one for the renewals including items which did not renew, and then the courtesy notice showing what was coming due soon.

In addition, since the Autorenewal notices were a custom process built for SWAN, its design was not to generate a file to be exported to Unique MessageBee. The autorenewal email would be generated by the Symphony ILS and then sent out via SendGrid, SWAN’s volume email service.

### MessageBee Cost

The table below outlines the costs of MessageBee with and without autorenewal emails.

MessageBee threshold costs per month	Possible costs with Autorenewals	Current (without Autorenewals)
Voice Notifications Cost (flat rate)	\$750.00	\$750.00
SMS Message Cost: \$1,895 for up to 100,000 SMS messages	\$1,895.00	\$1,895.00
Email Message Cost Tiers		
<ul style="list-style-type: none"> <li>\$995 for up to 100,000 emails</li> </ul>		
<ul style="list-style-type: none"> <li>\$1,995 for up to 499,999 emails</li> </ul>		\$1,995.00
<ul style="list-style-type: none"> <li>\$2,495 for over 500,000 emails</li> </ul>	\$2,495.00	
Portal & Email Discount Cost (10% off if SMS is used)	\$ (449.50)	\$ (449.50)
MessageBee Portal Cost	\$2,525.00	\$2,525.00
MessageBee monthly cost	<b>\$7,215.50</b>	<b>\$6,715.50</b>
Savings per year		<b>\$6,000.00</b>

Based on the prior background of having full design and construction of the notifications for SWAN libraries, and that autorenewals send an email 2-days prior the item becoming due, the same day as the Courtesy notice, and that SWAN libraries have appreciated prior cost-saving measures undertaken, I made the decision to drop the autorenewals and rely on the new design with MessageBee to update library users.

### Next steps

The autorenewal process continues to run daily and is no longer dependent on the need to sequence an email notification with its design. There is interest expressed at the Circulation Advisory group and on the SWAN Community Forums that implementing Autorenewals to run more frequently within our scheduled matrix will result in more successful renewals. Based on the “churn” within SWAN libraries processing materials via check-in throughout the day, more copies will become available and as the

autorenewal process runs in the background, more checked out items will become eligible for renewal. More items being renewed automatically will also be reflected in library metrics for items checked out and renewed. This is the recommended next step SWAN should take with the automated renewal process.

Below are some questions and answers to help clarify the present situation.

*Is it possible to take the Symphony autorenewal process and revise it so it is compatible with MessageBee?*

Yes, this is possible. The cost would be negligible to SWAN as each year the consortium is awarded a block of consulting hours from SirsiDynix (per contract) which could be used for this purpose. We would write up a statement of work and design specifications, and SirsiDynix consultants would provide an estimate of the hours required to complete the redesign.

*If Symphony autorenewals email notices were reinstated, could we run them multiple times per day?*

Doing this would mean SWAN would not be able to run autorenewals more frequently without crossing the email threshold with Unique MessageBee. And aside from the e-mail threshold, this presents a patron service issue. Do we send successful autorenewal notices multiple times in a day in the case where a patron has checked out multiple items, and their autorenewals are successful at different times? We would not be able to send unsuccessful autorenewal notices because there could be multiple of the same, or one could be rendered obsolete by a future attempt. Will patrons understand how this works, or is it more likely they'd be confused as to why only some of their checked-out times are generating notices at various times? Will they understand the connection between autorenewal notices and courtesy notices?

*If only 10 or so libraries want the previous autorenewals email notice, could this be turned on for individual libraries?*

This would need to go into the design criteria for SirsiDynix to build. It becomes complicated, however, with the overall design requiring that MessageBee would then require new templates to be created for the email autorenewal. Do we create 100 templates or just 10? This also creates a patron service issue because notifications are generated based on checkout library. Differing behavior based on checkout library has the potential to cause further confusion for patrons who themselves or across their families visit different SWAN sites.

*If building autorenewals in MessageBee means SWAN goes over the cost threshold, how should that be paid for?*

SWAN has moved away from the "pay for only your part" of our library services platform, so to invoice libraries directly seems regressive.

## **Recommendation**

SWAN should end the autorenewals email notification discussion and begin working on a renewal process that can run frequently behind the scenes. While the platform survey found 10 libraries expressing a desire to bring this feature back, I stand by the original decision that was made to contain costs, reduce the complexity of our notification matrix, and to allow SWAN staff to guide the entire consortium towards the best outcome for the majority of its users. As I have outlined in this memo, there has been a continuous review of the notification process, with new methods of notification (voice and SMS) added and some methods (printed) reduced.