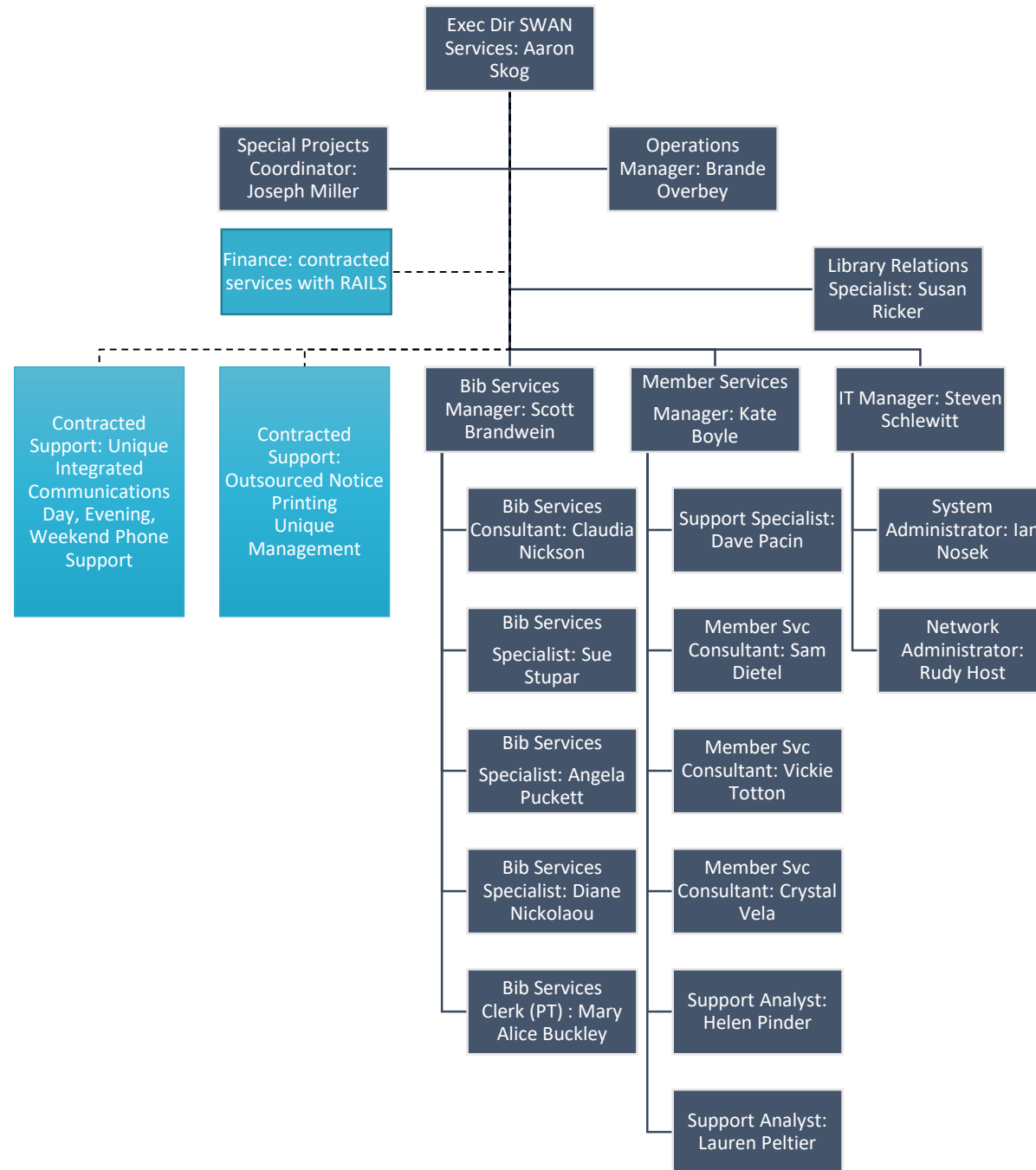


# SWAN Operations: Four Departments

Administration	Bibliographic Services	IT Services	Member Services
<ul style="list-style-type: none"> <li>• Budget &amp; Membership Fees</li> <li>• Governance &amp; SWAN Board</li> <li>• Special Projects               <ul style="list-style-type: none"> <li>• Migration</li> <li>• New Libraries</li> <li>• Coordinating Pilot Projects</li> </ul> </li> <li>• PR , Marketing, Library Relations</li> <li>• HR and Facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Support &amp; Consulting</li> <li>• Statistical Reports</li> <li>• Training &amp; in-service days</li> <li>• Bib database maintenance</li> <li>• Upgrading brief “pre-cat” records to full OCLC MARC</li> <li>• Synchronizing SWAN library holdings within OCLC</li> </ul>	<ul style="list-style-type: none"> <li>• Network Support</li> <li>• Server Support</li> <li>• Backup of Data               <ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Party Integration</li> <li>• RFID</li> <li>• Self-checks</li> </ul> </li> <li>• SIP2 Connections</li> <li>• SWANtech</li> </ul>	<ul style="list-style-type: none"> <li>• Support &amp; Consulting</li> <li>• Statistical Reports</li> <li>• Training &amp; in-service days</li> <li>• Patron notification-overdues, bills, etc.</li> <li>• Delinquent Patrons - collections</li> <li>• Crediting &amp; Debiting Libraries for RB &amp; ILL</li> </ul>

# 2016



**SWAN 2016  
Organization Chart  
20 Staff  
1 PT, 19 FT**

# SWAN Position Summaries

**Special Projects Coordinator:** Serves as project manager for all of the ongoing SWAN projects, including both major roll-outs (migration, facility move) and ongoing smaller projects with SD and Enterprise roll-outs.

**Operations Manager:** Responsible for all human resources and facility management for the organization. This role also works with the Executive Director as a Board liaison and helps with other administrative tasks.

**Library Relations Specialist:** Oversees all marketing, public relations, and communication initiatives for SWAN. Also is the primary library outreach contact, organizing library visits and presentations for our member library.

**IT Manager:** Supervises the IT department (System Admin, Network Admin, and help desk support) and all IT functions for SWAN.

**System Administrator:** Supports our server, member library equipment, the ILS, and our hardware and software for SWAN.

**Network Administrator:** This position replaced our previous Versatile contract (which cost SWAN \$193,000/year). All network, VPN, firewall, and other infrastructure support is provided by this position.

**Member Services Manager:** Supervises the Member Services department (currently 6 positions) and is responsible for all training, ticket support, and membership/customer service duties for SWAN.

**Member Services Support Specialist:** Implements membership requests for ILS parameters, works on project roll-outs for the department, answers phone and help desk tickets, and attends to operational problems/troubleshoots for technical ILS issues for the membership.

**Member Services Consultant:** The primary trainer and help desk ticket/phone support role for SWAN.

# SWAN Position Summaries

**Member Services Support Analyst:** This role also helps with calls and help desk requests, but is primarily responsible for billing, RB/ILL, reports, and assistance in projects as needed.

**Bib Services Manager:** Supervises the Bib Services/Cataloging department of 4 employees.

**Bib Services Consultant:** Responsible for serving as the interim leader of the department in the Manager's absence; also develops and delivers all training programs for the department, works on tickets, and performs cataloging.

**Bib Services Specialist:** This is the primary cataloging role for the department, and also the primary role to assist the member libraries with tickets and calls.

**Bib Services Clerk:** The only part-time role in SWAN currently; this position assists with cataloging and tickets.