

## **Recommendations of the System Services Committee to the Executive Committee of SWLS**

In response to requests from library members of SWLS to improve SWLS system services and their provision, the ad hoc System Services Committee presents the following recommendations to the SWLS Executive Committee, to assist the Executive Committee and the SWLS Board of Trustees in effecting system service improvements:

- 1) Maintain member libraries' satisfaction with SWLS van delivery service and cataloging services to the extent possible.
- 2) Create on the system staff a position to serve as ILS Lead, with proficiencies and responsibilities to include gathering and recording accurate annual report statistics; training and support of library directors and staff in use of the Net Southwest ILS via in-person and online presentations, on-site trainings, and individual communications such as telephone and email; overseeing interlibrary loan activities at the system clearinghouse level including interaction with the state's WISCAT service and helping library staff make use of the service. This position may also oversee cataloging activities and staff. This position holder should be encouraged to travel regularly to SWLS-member libraries as part of these duties, and given time and support to attend meetings statewide and beyond to develop and maintain relevant professional connections and competencies.
- 3) Pursue a system staff structural reorganization that enhances desired services through a shift toward professional-level positions:
  - a. a system director;
  - b. a professional, full-time position as ILS Lead with primary duties to include ILS training and support, interlibrary loan responsibilities, possible cataloging supervision, and the ability to serve as staff in charge in the absence of director;
  - c. a professional, full-time position with primary duties to include coordination of continuing education, system communications, and system activity planning, with additional duties in consulting and library advocacy, along with the ability to serve as staff in charge in the absence of director;
  - d. a part-time office manager to perform basic in-house bookkeeping and records management, to serve as a liaison to the external accounting service, possibly to include oversight of delivery van drivers and processes, and other duties such as placing orders and distributing supplies for member libraries and the system;
  - e. a part-time cataloger to focus primarily on cataloging but able to serve as an ILS support back-up in the absence of the ILS Lead; monitor workload and adjust hours or add a second part-time cataloger position as workload requires to maintain library satisfaction with the service;
  - f. a team of delivery van drivers as currently organized.

*Recommendations approved at the May 8, 2019, meeting of the System Services Committee.*