



Key Areas of Responsibility

User Experience

- Patron experience/interaction
 - OPAC
 - eRC
 - EDS/Article Search
 - Mobile
- Staff efficiencies and interface with applications (Staff Experience)
 - Symphony Workflows
 - BLUEcloud Circ
 - OCLC WorldShare
- Holds Management (user facing)
- Web Sites & Content Management
- Usability Research

Bibliographic Services

- Cataloging Standards
 - International
 - State-wide
 - SWAN
- Management of shared catalog
- Holds Management (data/config)
- Policy Management (e.g. Location, Item Types, Holding Codes)
- Serials
- Acquisitions
 - Vendor accounts
- Authority Control
- OCLC Holdings & Scoping
- PCC Certification
- Bibframe Research

Information Technology, Infrastructure & Support

- Technology Infrastructure
 - SWAN Membership
 - SWAN Organization
- Networking and VPN management
- 3rd party vendor integration
- Vendor negotiations
- Security
- Account management
- Reports & Scheduling
- Policy configurations
- Support – 1st line of support
- Api management & development
- Web Services
- Participation in Open-Source Community

Shared

- Projects (including Migrations)
 - Facilitation of Users Groups, including cross representation
 - Announcements and news to membership
 - Training & Documentation
 - Member engagement/site visits
 - Member support
 - Reporting and analysis of data to support decision making
 - Professional Development
 - Targeted R&D
- Assistant Director
- Quarterly Billing
 - Data Analysis
 - Resource Sharing