

SWAN Clarity Report: Overview

The Clarity Task Force was formed in April 2019 as an outcome of SWAN's first initiative of SWAN's 2019-2023 strategic plan. This task force was formed to provide analysis and recommendations as part of developing a "shared diagnosis" surrounding some library staff dissatisfaction around SWAN's existing library services software platform.

The SWAN Clarity Task Force issued its final report to the SWAN membership in November. Part 1 of the report contains the analysis and the recommendations. Part 2 is an overview of the research conducted by Clarity, which includes interviews with library staff, focus group discussions, screen recordings of WorkFlows during library business hours, and journaling activity conducted at 7 libraries. The full report is available publicly online through the [SWAN support site](#), under the Strategic Objectives > Objective 1.

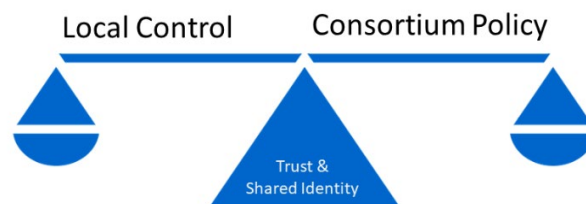
Findings

The report identifies 5 important issues, and in its conclusion makes some recommendations for larger goals for the member libraries to work on with SWAN.

1. Holds
2. Discovery & Access to Resources
3. Acquisitions Processing
4. Reports & Statistical Analysis
5. Support, Communications, Documentation, & Training

At the most recent membership meeting, Clarity representatives presented the report and shared examples within the day-to-day operations at their libraries on how the issues are impacting library users.

In its conclusion, the report states "There is no perfect system for SWAN, we will always be modifying the software to bend to our needs. Regardless of platform or software used, our two biggest areas of concern will continue to be holds and searching – the features that deliver the resource sharing benefits to patrons." Many of the issues identified by Clarity can be mitigated through standardization of policies and practice. The tension between local policy/practice and shared consistent operations is intertwined within SWAN's identity and purpose.



Feedback on the Report

SWAN library staff are currently responding with written feedback to the report which will be reviewed at a February 2020 meeting of the Clarity Task Force.