

# USMS NATIONAL OFFICE REPORTS

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## EXECUTIVE SECRETARY – Tracy Grilli

As you all know, the National Office is the contact point for Masters Swimming in the United States and abroad. Requests come in at a constant rate by e-mail, phone, fax and snail mail. As of November 1, 1999, the National Office has taken on the added “major” responsibility of maintaining the USMS Membership Database!

### NEW RESPONSIBILITIES

With Registration becoming a function of the National Office, USMS hired 2 people to assist me with the added responsibilities - Esther Lyman our “membership database administrator” and Dee Lajoie who assists with some of the clerical work. Both Esther and Dee are excellent staff members who are motivated, efficient and a pleasure to work with.

As you will read in Esther’s following report, she is responsible for the “maintenance” of the database. My responsibilities include: communicating with the LMSCs if there are any discrepancies, sending out monthly invoices and statements to each LMSC, making deposits, creating monthly reports for the Treasurer and Controller, maintaining the club and donation databases and inputting address changes received via phone calls, e-mails and SWIM Magazine.

### DAILY ACTIVITIES

On an average day, I will receive approximately 5-10 phone calls (heavier at the beginning of the week), 1-2 faxes, 5-10 pieces of mail and 25-40 e-mails. The major reasons for contacting the National Office are: how to register with USMS, address change, how to start a Masters program, order a publication, need a contact person in their area or looking for a place to swim either in their area or while traveling. Other reasons include: where and when are meets, qualifying times for Nationals, meet results, address change, lost card, insurance information, tax exempt information, how to transfer teams, and numerous other requests. I try to answer the questions as best as I can. If I don’t know the answer, I refer them to someone who will. Thank you to all of you for your expertise and assistance!

### PROJECTS

**LMSC Handbook** - The National Office is responsible for a number of projects throughout the year. It all starts right after convention with the LMSC Handbook and the update and coordination of all it’s sections. Each year the goal is to get this handbook to the LMSCs before the beginning of the year, which I am happy to report that WE DID!

**Rule Book** - work with the Rule Book Committee and Gateway Printing in getting the Rule Books out to the LMSCs before their first meet of the new year.

**Working Calendar** – At the end of December when I received the USMS Working Calendar from our Secretary, Betsy Durrant, I update the Working Calendar page of the USMS website.

**Places to Swim** – As updates, additions and deletions come in, I make the appropriate changes and submit them to the USMS website.

### OTHER

The USMS Directory, Streamlines..., Pool and Long Distance All American & All Star, National Record Certificates, mailing labels, and this Convention Packet are all created here at the National Office, whenever they need to be created. Throughout the year, orders are filled and sent out, deposits are made at Smith Barney and transmittals are sent to our Treasurer and Controller.

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I also assist many of the members of the USMS Board of Directors in a number of projects including: Top Ten, All American and All Star selections, maintenance of the LMSC Officer database, Rule Book Sponsors and various correspondence.

Running the USMS National Office is the best job in the world and it is my pleasure to assist you!

### **DATABASE ADMINISTRATION – Esther Lyman**

Tracy tells me I'm having entirely too much fun. This is true. Administering the national database sure beats doing crossword or 5,000-piece puzzles. The output is far more useful, but the process is every bit as intricate and the demands on knowledge and skills just as stimulating to an information pack-rat like me.

The national database is the repository of information on our membership, collected by and funnelled through the registrars (upstream suppliers), and dispensed to SWIM magazine subscriptions and swimming-related, approved vendors, and to the competitive efforts, both past and present – the main reason for the database (downstream users). The database provides the raw material for the financial bean-counting and the head-counting for insurance coverage.

With this year's inhouse ownership and setup using MS Excel as both the storage medium and financial and headcount reporting tool, registrars are provided with quick feedback on variances between the electronic submissions and the hardcopy content/monies paid. Making full use of Excel's ability to summarize data, based on the underlying database, registrars as well as the executive committee and committee chairpeople are easily provided with ongoing statistics on the membership by LMSC, club, location, age, growth and retention rates, etc., and lists for championships or coaches' mailings.

I look forward to another year of having fun, working with the greatest bunch of people in the world.