# Position Description

**HRS Use Only:**

_____ MPP Code          **FLSA STATUS:** ☐ **Exempt**   ☐**Non Exempt**

_____ Supervisor          If Exempt (*check one*):  *Meets Salary Basis Test ☐
_____ Management          Exec ☐ (*supv 2 or more emps*)
                            Admin ☐  Learned Prof ☐  Creative Prof ☐  Computer ☐
_____ Classification Review

**Note**: A current and accurate Position Description is required for each staff position and must be on file in Human Resource Services. The Position Description should be completed with the assistance of the incumbent. After completion, the Position Description should be reviewed, signed, and dated by the employee, the supervisor, and the appropriate Vice Chancellor prior to submission to Human Resource Services.

**Mandated Reporter Per CANRA**
The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

**Please check one:**          New Position  _____          Existing Position  __X__

| | |
|---|---|
| **Date:** | November 18, 2019 |
| **Department:** | Academic Technology Services, Systemwide Digital Library Services |
| **Employee Name:** | Mallory Debartolo |
| **Current Classification:** | MPP – Admin I |
| **FLSA Status:** *(exempt or non-exempt)* | |
| **Working Title** | Resource Sharing Manager |
| **Time Base:** | Full Time |
| **Supervisor Name:** | David Walker |
| **Supervisor Title:** | Director, Systemwide Digital Library Services |

## I. PURPOSE OF POSITION:

*State the basic purpose of the position in one or two specific statements.*

Systemwide Digital Library Services (SDLS) develops and manages a wide variety of information systems aimed at providing greater access to the collections and services of the California State University (CSU) Libraries.

The Resource Sharing Manager provides overall management of strategic, systemwide resource sharing initiatives within the Unified Library Management System (ULMS). The ULMS supports returnable resource sharing for approximately 427,000 students, 43,000 faculty, and holds about 22.6 million titles. This position develops strategies and direction for service delivery/integration, communications, support, and promotion of

resource sharing services and planning in direct consultation with the CSU libraries and Chancellor's Office Academic Technology leadership.

## II. MAJOR RESPONSIBILITIES:

*Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate approximate percentage of time spent in each (percentages should not be less than 5%). Percentage must total 100%.*

| Responsibility | % of Time |
|---|---|
| Manage the design, development, and evaluation of the systemwide resource sharing program within the Unified Library Management System across 24 CSU libraries. | 50% |
| Develop and maintain standardized configurations, training, and documentation that promote efficiency and usability across all libraries. | 20% |
| Oversee campus ULMS resource sharing programs and systemwide courier service, taking active steps to manage and coordinate activities to ensure the successful operation of resource sharing within the CSU. | 15% |
| Engage in professional activities that develop professional skills and enhance the profile and operations of resource sharing within the CSU system. | 5% |
| Provide regular operational reports on resource sharing activities to CSU libraries and Council of Library Deans. | 5% |
| Assist with ULMS planning, program, and policy direction. | 5% |

## III. CHANGES IN RESPONSIBILITIES:

*What overall percentage of changes occurred in the assigned duties and responsibilities since the position was filled or the last review? Be specific. If responsibilities have increased or decreased, which ones and in what way? What new duties added and what did they replace? Did the new duties transfer from another employee? If so, which employee*

This position was previously known as the Manager for Library Workflow Processes, which covered a broader set of library workflow analysis tasks. The Resource Manager position now focuses more specifically on managing Resource Sharing operations and workflows in much greater depth. It also has greater responsibilities for coordinating and managing campus staff in the implementation of resource sharing services.

## IV. LIST OF TASKS OR DUTIES:

*Use action verbs such as type, install, direct, manage, process, file, coordinate, assist, and receive to describe what is done, with or for whom the action is taken, and purpose or outcome achieved. This list should support the major responsibilities indicated in Section II.*

- Provide high-level oversight and project management for resource sharing operations within the CSU.

- Collaborate with external institutions to design and implement innovative ways to serve CSU faculty, staff, and students through statewide and regional resource sharing projects.

- Maintain and evaluate the rota and campus configurations within the Unified Library Management System to support efficient systemwide resource sharing.

- Manage and deliver training, professional development, and advisory services related to resource sharing.

- Ensure effective integration and implementation of mediated interlibrary loan and other document delivery services across the CSU.
- Lead and coordinate training on new features, functionality, and tools for resource sharing.
- Provide regular status updates and manage communications for stakeholders throughout the CSU system on resource sharing activities.
- Develop, administer, and share use metrics between interlibrary loan services, circulation information, and other data sources.
- Assist CSU collection development, access services, and other library groups in integrating evidence-based resource sharing data analysis, cost-benefit analysis, and other data intelligence into cooperative collection development and management activities.
- Other duties as assigned.

## V. SUPERVISION OF OTHERS:

*List of individuals incumbent supervise. Indicate type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or indirect (acting in a lead capacity or assigning work).*

| Name | Classification Title | Type of Supervision |
|---|---|---|
| Multiple | various – 23 campus resource sharing managers | Indirect |
| | | |
| | | |
| | | |

## VI. POSITION REQUIREMENTS:

*A. List education and years of experience required. If applicable, include necessary certificates and licenses.*

This position requires a bachelor's degree and three years of progressive experience managing resource sharing operations in a library, consortium, vendor, or equivalent setting. Preference will be given to candidates with a Master of Library and Information Science.

*B. List additional skills, knowledge, and abilities required for this position, and tell why it is required. Relate this requirement to the major responsibilities. Differentiate between skills that are required and skills that are preferred.*

The Resource Sharing Manager works closely with librarians, administrators, and staff across the CSU to assess current resource sharing and interlibrary loan processes, develop policies regarding borrowing and lending of library materials, as well as establishing guidelines for use of other interlibrary loan software to supplement ULMS resource sharing, and thus requires:

- An acumen for leadership
- Strong creative, conceptual, and problem-solving skills
- Strong oral and written communication skills
- Strong customer service orientation
- Data analysis skills, including the ability to organize, present, and analyze raw financial and usage data to formulate conclusions and write analytical reports

This position will have broad responsibilities for developing and maintaining resource sharing functionality within the ULMS, as well as new and emerging interlibrary loan tools and services, and thus requires:

- Broad knowledge of library services, emerging tools, and technologies
- Demonstrable experience working with resource sharing and interlibrary loan systems. Preference given to experience working with Alma.
- Demonstrable expertise working with vendors on issue resolution

## VII. SIGNATURES:

*Signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to position.*

| | |
|---|---|
| Incumbent's Signature | Date |

| | |
|---|---|
| Supervisor's Signature | Date |

| | |
|---|---|
| Vice Chancellor's Signature | Date |

Last Revised: 4/11/2020

**Attachment A**
*Complete for all positions*

**To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job by using these codes to complete the sections below:**

"C" = constantly or 6-8 hours per day          "F" = frequently or 3-6 hours per day
"O" = occasionally or up to 3 hours per day     "N" = never

| | **Physical Requirements of the Position** | | **Mental Requirements of the Position** |
|---|---|---|---|
| N | Bending (neck) | C | Reading & Comprehending |
| N | Bending (waist) | F | Writing |
| N | Climbing | O | Performing Calculations |
| N | Crawling | O | Communicating Orally |
| N | Kneeling | C | Reasoning & Analyzing |
| N | Pushing/Pulling | F | Decision Making |
| C | Sitting | | Other |
| N | Squatting | | |
| N | Standing | | |
| N | Twisting (neck) | | |
| N | Twisting (waist) | | |
| N | Walking | | |
| N | Handling Objects | | |
| N | Manual dexterity | | |
| N | Reach above/below shoulder | | |
| N | Using foot controls | | |
| | Other | | |

| | **Environmental Working Conditions** |
|---|---|
| N | Exposure to variations in temperature/humidity |
| N | Exposure to chemicals, gases, dust or fumes |
| N | Operates machinery or drives motorized equipment |
| N | Exposure to bio-hazards |
| C | Working in normal office environment |
| N | Uses specialized equipment |

| | **Must carry/lift** |
|---|---|
| N | Up to 10 pounds __carry   __lift |
| N | 10- 25 pounds   __carry   __lift |
| N | 25-50 pounds   __carry   __lift |
| N | Over 50 pounds __carry   __lift |

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**Mental Effort:**
*Enter frequency of occurrence for all applicable activities using the following key:*

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1=Never Occurs    2=Seldom Occurs    3=Sometimes Occurs    4=Occurs Often    5=Almost Always Occurs

| | **Planning** | | **Direction/Leadership/Supervision** |
|---|---|---|---|
| 3 | Forecast | 4 | Educate |
| 3 | Set Program Goals | 4 | Delegate |
| 2 | Determine Budget Allocations | 4 | Coordinate |
| 3 | Establish, Implement, Revise Policies | 3 | Coach/Train/Develop |
| | | 3 | Recommend Formal Training |
| | **Staffing** | 4 | Motivate |
| 2 | Define Roles | 3 | Instruct/Demonstrate |
| 2 | Give Input to Position Descriptions | 1 | Schedule Staff/Readjust Schedule |
| 2 | Determine Selection Criteria | | |
| 2 | Recruit/Interview/Select | | **Employee Relations** |
| 2 | Orient Staff | 2 | Initiate Corrective Action |
| | | 1 | Authorize Formal Discipline |
| | **Performance Evaluations** | 1 | Administer Collective Bargaining Agreements |
| 2 | Determine Performance Standards | 1 | Prepares/Investigates Grievance Awards and Complaints |
| 2 | Authorize/Approve Awards | | |
| 3 | Prepare Performance Evaluations | 1 | Formulates/Represents University Position for Formal Grievances/Complaints |
| 2 | Observe/Follow-Up on a Daily Basis | | |
| 2 | Correct Work/Behavior Problems | | |
| | **Organization** | | **Other** |
| 3 | Describe Relationships Between Functions | | • |
| 2 | Define Department/Divisional Structure | | • |
| 5 | Establish Priorities to Meet Goals | | • |
| 1 | Schedule Work for Employees | | • |
| 5 | Establish deadlines | | • |
| 5 | Implement procedures | | • |
| 5 | Determine work methods | | • |
| 5 | Balance multiple tasks/projects | | • |