Library Resource Sharing Manager

**MPP -- Admin I**

**PURPOSE OF POSITION**

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 CSU Libraries.

The Resource Sharing Manager provides overall management of strategic, systemwide resource sharing initiatives within the Unified Library Management System.  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 SDLS managers.

**MAJOR RESPONSIBILITIES**

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| Responsibility | % of Time |
| Manage the design, development, and evaluation of a 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 Directors. | 5% |
| Assist with ULMS planning, program, and policy direction. | 5% |

**LIST OF TASKS OR DUTIES**

*Manage the design, development, and evaluation of a systemwide resource sharing program within the Unified Library Management System across 24 CSU libraries.*

* Provide high-level oversight and project management for collaborative resource sharing operations within the CSU.
* Manage development and support of systems and information technology that support resource sharing with SDLS and CSU library staff.
* Collaborate with colleagues statewide to design and implement innovative ways to serve CSU faculty, staff, and students through statewide and regional resource sharing.
* Develop and maintain productive relationships with senior-level library administrators, multiple operations staff, and vendors, serving as the primary point of contact with these groups for resource sharing.
* Lead the Alma enhancement process for the system as it relates to resource sharing.

*Develop and maintain standardized configurations, training, and documentation that promote efficiency and usability across all libraries.*

* Maintain the rota and configurations in Alma to support efficient systemwide resource sharing.
* Manage and deliver training, professional development and advisory services related to resource sharing.

*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.*

* Ensure effective integration and implementation of mediated ILL and other document delivery services across the CSU.
* Travel to implement resource sharing systems, enhancements, coordinate business meetings, conduct training, etc., as required.

*Engage in professional activities that develop professional skills and enhance the profile and operations of resource sharing within the CSU system.*

* Attend and present at conferences and other professional forums related to resource sharing.

*Provide regular operational reports on resource sharing activities to CSU libraries and Council of Library Directors.*

* Assist CSU Collection Development, Access Services, and other library groups in integrating the resource sharing experience and data intelligence into other cooperative collection building and management activities.
* Provide regular status updates and manage communications for stakeholders throughout the CSU system on resource sharing activities.
* Develop and administer use metrics between interlibrary loan services, circulation information, and other data sources.
* Work with EAR, assessment staff at institutions, and other cooperative collections groups to facilitate evidence-based data analysis across the CSU libraries.

*Assist with ULMS planning, program and policy direction.*

* Participate in other partnership activities, such as development of web resources, web site development, and the preparation of promotional or educational materials related to resource sharing and the ULMS.
* Other duties as assigned.

**POSITION REQUIREMENTS**

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

This position requires a master’s degree in Library and Information Science, or bachelor’s degree and five years of progressive resource sharing responsibility and leadership in a library, consortium, vendor, or equivalent setting.

*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 Manager works closely with librarians, administrators, and staff across the CSU to assess current local practices relating to resource sharing and interlibrary loan and manage systemwide use of Alma’s resource sharing function. This position will have broad responsibilities in developing and maintaining functionality, processes and policies regarding borrowing and lending library materials within the CSU library system as well as establishing guidelines for use of other interlibrary loan software to supplement “CSU First” resource sharing. Requirements for this role are as follows:

* Demonstrably successful resource sharing experience in an academic library, library consortium, or similar environment.
* Demonstrated ability to work effectively and collaboratively in an organizationally complex and culturally diverse higher education setting to develop productive partnerships within/across organizations. Effective ability in developing innovative processes and solutions with a team-based approach. Strong influencing skills.
* Excellent organizational and analytical skills.
* Demonstrated ability to manage projects in a collaborative team environment with colleagues distributed over a wide geographic area.
* Demonstrated ability to plan and implement responsive services.
* Strong customer service orientation.
* Ability to initiate, organize and work independently.
* Broad knowledge of library services, emerging tools and technologies, and management techniques; ability to train and consult with others on these topics.
* Experience in delivery of information services and/or library programming directly to clients.
* Experience in facilitating meetings and in negotiating creative solutions and resolving differences among groups, such as with library personnel, members of library governing and support groups, and vendors, both individually and in groups.
* Demonstrated ability to adapt to a rapidly evolving field and develop programs accordingly.
* Experience managing vendor relationships, including evaluation of contracts, metrics and user satisfaction measures.
* Awareness of major trends and practices in higher education, scholarship, and research libraries for resource sharing among libraries.
* Ability to speak before groups, to conduct training, deliver presentations in-person and online and planning meetings.
* Data analysis skills, including the ability to organize, present, and analyze raw financial and usage data to formulate conclusions and write analytical reports.
* Strong demonstrated communications skills, both written and verbal, to a variety of professional and business audiences.

This position involves a depth of knowledge of Alma, the CSU library management system, and a certain level of technical ability is desirable. Preference will be given to candidates who have experience in the following areas:

* Experience with resource sharing in an Alma environment.
* Experience with Alma analytics.
* Experience with data loading.
* Advanced knowledge of the methods and practices associated with multiple areas of academic libraries.
* Experience in academic libraries or consortia.
* Demonstrable expertise working with vendors on issue resolution and in administering or monitoring service contracts.
* Experience with a variety of technologies to provide distance-learning opportunities.
* Experience or formal education in project management, strategic planning, systems analysis, statistics.
* Work experience in multiple aspects of library service, such as public services, reference, technical services, and automation.
* Work experience planning meetings/events for diverse off-site participants.