Resource Sharing Coordinator

(Job #17-66) Library Services Specialist III, Resource Sharing Coordinator, $3,371.00-$5,836.00/mo. Appointments are normally made at the beginning of the salary range. This is a full time, 12-month, benefited position with a one-year probationary period in the University Library.

Position Summary: The Resource Sharing Coordinator oversees resource sharing operations, working closely with the Borrowing Coordinator and other Access Services staff to effectively and efficiently process Inter-Library Loan and Alma requests for resource sharing, holds, storage, etc. The Resource Sharing Coordinator provides loans and document delivery of HSU Library materials to requesting libraries and supports the borrowing and document delivery functions to obtain information resources for HSU Students, Faculty, and Staff. The Resource Sharing Coordinator acts as primary coordinator of Alma requests, and serves as the Borrowing Coordinator in the event of absence, weekend service, leave, or vacation of the Borrowing Coordinator. The Resource Sharing Coordinator works Sunday - Thursday during the semester, opening the Library and coordinating Library Services at the Checkout desk on Sunday, and as needed.

Duties: This position is responsible for:
- The Resource Sharing Coordinator oversees and is responsible for all functions of the ILL unit, working closely with the ILL Borrowing Coordinator, and serves as the Alma request coordinator. The following essential job functions of the Resource Sharing Coordinator are performed regularly, often on a daily basis, and coordinated by this position;
- Supervises the day-to-day operations and workflow of Alma request processing, and the ILL office in conjunction with the Borrowing Coordinator and Access Services Coordinator. During semester, regularly processes borrowing requests on Sunday to reduce longer turnaround times. Provides backup support for borrowing operations in ILL unit as needed;
- Analyzes, deciphers, and verifies eligibility of resource sharing requests, troubleshoots problem requests and citations;
- Verifying bibliographic information and conducting bibliographic searches related to requests using complex library and discipline-specific databases;
- Compiling and analyzing resource sharing statistics and Interlibrary Loan data for improving efficiency, lowering cost, and collection development analysis;
- Coordinate Student Assistants’ activities, Checkout Desk operations, and Individual Responsibilities, on Sunday or as needed, including:
- Responsible for overseeing operations of Access Services and library, including non-library services located in the building, during evening/weekend shifts, as needed/scheduled;
- Interviews, hires, monitors, directs, evaluates, schedules and trains Student Assistants for the Access Services Unit. Including, assigns, monitors, and manages student assistant special projects;
- Provides expert and outstanding customer service to all patrons, including high-level problem resolution and service recovery;
- Utilizes technology, such as Alma, Canvas, Library Wiki, and walkie-talkies, to communicate with student assistants, staff, and library community;
- General Access Services Unit Responsibilities, including: Opening Library on Sunday 10:45am – 7:45pm, when classes are in session; backup opening Monday - Thursday, scheduled 7:30am - 4:30pm. During intersessions work schedule may change to Monday-Friday 7:45am-4:45pm. May be asked to open or close on occasion, and work extended hours during finals.
- Provide Library event support as needed, including event setup, reset, scheduling spaces, and relocating tables, chairs, whiteboards, and preparing signage;
- Accurately logs statistics on appropriate forms. Writes and distributes Security Reports as required, following established procedures. Cooperates with other Library personnel in resolving unusual occurrences and addressing Emergency situations. Maintains confidentiality of records as required by Library and University policy.
- General Departmental and Library Responsibilities, including:
- Participates in Unit, Department and Library meetings;
- Represents HSU at CSU System wide Interlibrary Loan (ISPIE) conferences and virtual meetings.

(Continued on reverse)
Minimum Qualifications: The required minimum qualifications for entry into the Library Services Specialist classification are completion of a high school education or equivalent certification plus two or three years of related library and/or clerical experience or an equivalent combination of experience and education. Three to five years of library-related experience preferred. Bachelors degree preferred.

Knowledge, Abilities & Skill: Experience related to the job duties listed above, including a strong customer service experience, comprehensive knowledge of resource sharing and Inter-Library Loan, and working knowledge of access services (Circulation, copyright for reserves, Inter-Library Loan, Reserves, storage) policies, procedures, and practices, collection and shelving maintenance methods and practices, and library and university policies; ability to work with the public in a constructive and positive way; ability to communicate effectively with diverse populations; ability to direct and instruct co-workers, and to plan and organize the work of others; ability to write clearly and precisely. Ability to work independently within the framework of established Library procedures; work accurately with attention to detail; use discretion in applying rules, regulations, and procedures; communicate effectively with University faculty, staff, users, and vendors both orally and in writing; work cooperatively with other Library faculty, staff, and users in a cordial manner; learn to operate the appropriate modules of an integrated Library system such as Alma, Voyager, etc. Ability to gather and analyze data to participate in long range planning for resource sharing and collection development analysis and projects. Ability to quickly learn and apply policies and procedures related to assigned functional work area. Ability to use standard office software and technology, including library and Digital Media Lab software and technologies. Ability to delegate work, and to work with constant interruptions, to remain calm under pressure, and to handle a variety of responsibilities simultaneously. Ability to work accurately with attention to detail. Ability to work within a diverse environment and be service-oriented in working with patrons and other library staff, including the ability to establish and maintain cooperative working relationships within and outside the library.

General Information: For more information visit: http://library.humboldt.edu/

Campus
Humboldt State University (HSU), located in Arcata, California, 275 miles north of San Francisco, is a proud member of the public California State University (CSU) system with a strong history of acting on its ideals of social justice and environmental responsibility. HSU has been ranked as a top Western university (U.S. News & World Report) and a “Best in the West” college (Princeton Review). HSU has also been recognized as a Green College, and in 2016 won a national “Outdoor Nation” challenge. It is also a Military-Friendly, Vegan-Friendly, and LGBT-Friendly institution. HSU hosts nationally recognized performers, speakers, and art exhibitions and is a regional center for the arts. HSU students enjoy a rich campus life through more than 180 campus clubs, access to a state-of-the-art recreational facility, and 12 NCAA Division II athletic teams.

HSU is committed to diversity in all forms; it has recently been designated a Hispanic-Serving Institution, is located amongst the largest population of American Indians in the state, and maintains strong relationships with the twelve federally recognized tribes in its service area.

HSU’s hometown of Arcata has a population of more than 17,000 and is known for its vibrant and welcoming community. Local elementary and secondary schools are ranked as high performers statewide and nationally.

(Continued on next page)
Library

HSU Library promotes teaching, learning, research, and scholarship by integrating information resources with innovative programs and services. HSU Library is committed to empowering community, lifelong learning, research and scholarship, connecting people and ideas to inspire learning through curiosity and creativity.

HSU’s hometown of Arcata has a population of more than 17,000 and is known for its vibrant and welcoming community. Local elementary and secondary schools are ranked as high performers statewide and nationally.

Application Procedure: Please note that Humboldt State University now requires application materials to be submitted electronically. If assistance is needed, the Human Resources & Academic Personnel Services office (located in Siemens Hall room 212) has a computer station available and our front office team would be happy to assist you. Qualified applicants should submit electronically the following materials:

- Letter of Interest;
- HSU Employment Application;
- Resume or Curriculum Vitae;
- Contact information for at least three professional references

Submission of the application materials should be sent as email attachments to careers@humboldt.edu.

Please include your last name and the job # (17-66) in the subject line of the email.

Application Deadline: This position is open until filled. The first review of applications will be Friday, August 4, 2017.

HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.