



Illinois Heartland Library System

Job Description

Position Title: Communications Administrator

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Classification: 7

Summary:

As primary media relations administrator, manages and provides responses to requests for information from media. Create or produce information documents designed to inform and create goodwill with member libraries and the public in general by writing or selecting favorable informational material and releasing it through various communications media. This position serves as the primary social media coordinator.

Duties & Responsibilities:

- Establish and maintain cooperative relationships with media, and members as primary media relations coordinator.
- As social media coordinator, develop and maintain media content calendar including planning and scheduling content
- Develop and maintain media lists and develop working relationships with key media personnel.
- Work with marketing coordinator to identify opportunities for advocating for Illinois libraries and for IHLS.
- Provide monthly written reports to be presented or shared at board meetings.
- Working with key staff, coordinate content and produce and distribute staff newsletters.
- Serve as a resource for staff by critiquing and editing correspondence, documents, and presentation materials created by IHLS staff.
- Lead the Communications Team and facilitate the proofing team.
- Assist in monitoring website analytics using Google Analytics.
- Update and maintain IHLS grants database.
- Note vendor discounts and other content provided by IHLS staff and publish to the IHLS website.
- Utilize social media listening tools to monitor talk of IHLS and library trends

Supervised by: Executive Director

Supervises: None

Minimum Education and Experience:

- Bachelor's degree in communications or equivalent work experience 2:1 or 8 years
- Three (3) years of experience writing and editing.
- Experience working in a library environment strongly preferred.
- Established or created content for libraries strongly preferred

Licenses or Certifications Required: Valid driver's license.

Knowledge, Skills, and Abilities Required:

- Knowledge of media production, communication, and dissemination techniques and methods.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge and experience of graphic design theory and application.
- Experience with email marketing automation software.
- Ability to communicate effectively in writing as appropriate for the needs of the audience.
- Knowledge of website platforms and developing website content.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel and Power Point, Canva, Facebook, twitter.
- Ability to prioritize work.
- Ability to work independently and as part of a team.
- Ability to establish and maintain effective working relationships with other IHLS employees, staff from member libraries, and the media.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.

- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved December 2014
Revised April 2021
Revised October 2022



Illinois Heartland Library System

Job Description

Position Title: Executive Assistant

FLSA: Non-exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Hourly

Fiscal Classification: Other Professional

Salary Grade: 8

Summary:

The Executive Assistant performs a variety of administrative duties for the Executive Director and the Board of Directors in a professional and efficient manner while maintaining confidentiality. Because of the nature of some of the projects, total discretion regarding certain aspects of the functions of this position is essential.

Essential Duties & Responsibilities:

- Preparing the agenda for Board meetings with high accuracy.
- Prepare and distribute Board packets and documents.
- Maintain and identify what to retain and create disposal schedules, file paperwork with the State, and oversee final disposal.
- Coordinate final repository of corporate records including legacy system records.
- Perform administrative duties for the Executive Director as needed.
- Serve as a liaison between the Executive Director and Staff and Board of Directors.
- Attend board and committee meetings and record minutes.
- Facilitate the posting of board and committee meeting agendas and minutes to ensure compliance with the Open Meetings Act.
- Maintain records of all Illinois State Library approved system policies.
- Prepare confidential correspondences and maintain classified files in partnership with the Membership team.
- Oversee the filing of annual documents, records, and reports for the organization.
- Compile information, and prepare final documents for the System Area & Per Capita Grant
- Compile information for the Annual Report and provide to Communications & Marketing
- Coordinate monthly board meetings and the annual meeting.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization

Supervised by: Executive Director

Supervises: None

Minimum Education and Experience:

- Bachelor's degree or 4 years equivalent work experience
- Five (5) years of experience in an administrative capacity.
- Advanced computer skills.
- Proficient in Microsoft Office Suite or related software.

Licenses or Certifications Required: Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Demonstrated understanding of clerical procedures and systems such as recordkeeping and filing.
- Ability to deal with matters or issues of extreme confidentiality.
- Ability to prioritize and multitask within tight deadlines.
- Ability to establish and maintain effective working relationships with staff, government representatives, board member and staff at member libraries.
- Ability to work in an organization that embraces customer service.
- Ability to organize time and work independently.
- Ability to establish and maintain effective working relationships with IHLS staff.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved July 2012
Revised June 2014, December 2014
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Marketing Administrator

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-Time

Pay Type: Salary

Fiscal Classification: Other Professional

Salary Grade: 7

Summary:

The Marketing Administrator will create and maintain all marketing content for Illinois Heartland Library System staff members, as well as support some communication and membership tasks for the organization. As part of the communications team the coordinator will be responsible for supporting the mission of IHLS. This person will also assist in membership efforts with outreach and advocacy projects and provide beneficial information for stakeholders on the IHLS website.

Essential Duties & Responsibilities:

- Create marketing promotions with communications team.
- Compile lists describing our organization's offerings.
- Manage media platforms for member library interaction.
- Develop and manage promotional materials inventory.
- Organize company functions, trade shows, and major events.
- Build brand awareness and positioning.
- Evaluate, establish, and maintain a marketing strategy.
- Direct, plan and coordinate marketing efforts.
- Develop each marketing campaign from start to finish.
- Research demand for the organization's products and services.
- Evaluate service provision competitors.
- Evaluate current IHLS website for proper content and layout for future revision.
- Contribute to social media and public relation efforts.
- Create consistent informational content for stakeholders.

Supervised by: Executive Director

Minimum Education and Experience:

- Minimum 2 years of experience in marketing
- Bachelor's Degree in Marketing, Business or similar
- Experience working in a library environment required
- Established or created content for libraries strongly preferred
- PCM® - Digital Marketing (Professional Certified Marketer - Digital Marketing) or DMP (Digital Marketing Professional) certification preferred

Licenses or Certifications Required:

- Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Experience building marketing programs and reporting on the results
- Exposure to digital and direct response marketing
- Knowledge of social media platforms
- Competence as a creative writer with an eye for great emails and landing pages
- Strong project management skills
- Strong problem-solving ability, including metrics-driven thinking
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use computer and software such as Word, Excel, and Power Point.
- Good oral and written communication skills for the purpose of explaining, persuading and negotiating.
- Ability to work in an organization that is customer service focused.
- Ability to establish and maintain effective working relationships with staff, the board, governmental representatives, and member libraries.
- Ability to maintain efficiency while performing duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved January 2019
Revised April 2021
Revised January 2022
Revised October 2022



Illinois Heartland Library System

Position Title: Accounting Assistant

FLSA: Non-exempt

Location: Edwardsville

Employee Type: Part-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 5

Summary:

The Accounting Assistant position is administrative support for the Finance Department. This position performs a variety of accounting tasks related to accounts payable and receivable.

Essential Duties & Responsibilities:

- Use computers with accounting software to record, store, and analyze information.
- Access computerized financial information to answer questions.
- Comply with federal, state, general accounting principles, and IHLS policies, procedures, and regulations.
- Receive and record requests for expenditures, checks, and other documents used to make accounts payable and/or accounts receivable transactions, as needed.
- Validate & maintain suppliers' 1099 information.
- Assist and backup the Accounts Receivable Coordinators.
- Assist and prepare reports.
- Assist with payroll processing.
- Prepare correspondence.
- Process incoming organization mail and assist in department mailings.
- Maintain departmental copying and filing.
- Maintain organization office supplies.
- Attend workshops and participate in training.
- Participate proactively as part of the IHLS team in identifying and making suggestions to increase efficiencies, implement cost saving strategies, and improve service.
- Assist with special projects.
- Coordinate travel arrangements for staff.
- Respond to vendor inquiries.
- Performs other duties as assigned.

Supervised by: Finance Director

Supervises: None

Licenses or Certifications Required: Must have a valid driver's license.

Knowledge, Skills and Abilities

- Knowledge of administrative processes and systems.
- Knowledge of general accounting procedures.
- Demonstrated skills in Microsoft Word and Excel.
- Proficient in using accounting software.
- Ability to work independently with little or no supervision.
- Experience in the review of timesheets and other information to detect payroll discrepancies.
- Ability to establish and maintain effective working relationships with staff and member libraries.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Excellent oral communications skills for the purposes of conveying information and instructing others.
- Ability to establish and maintain effective working relationships with other employees and managers.
- Ability to embrace change and to work in an organization that values customer service.
- Ability to be organized and detail oriented.
- Excellent problem-solving skills.
- Confidentiality and discretion required.

Education and Experience

- Associate Degree in Accounting, or currently working towards bachelor's degree in accounting.
- Two years' accounting work experience preferred.

Working Conditions:

The work is performed in an office setting during the day.

Telecommuting:

This position does allow for occasional telecommuting.

Physical Requirements

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Accounting Assistant (continued)

certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved December 2017
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Accounts Receivable Coordinator

FLSA: Non-exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Hourly

Fiscal Classification: Other Professional

Salary Grade: 6

Summary:

The Accounts Receivable Coordinator is responsible for the receipt and accounting of funds being paid to the organization. This role also serves as an auditor, ensuring that invoices are accurate and that proper accounting procedures are followed to account for the receipt of payment for goods and services completed by the organization.

Essential Duties & Responsibilities:

- Establish and maintain customer files.
- Process incoming organization mail.
- Apply daily cash receipts.
- Electronically deposit checks received.
- Prepare and monitor OCLC grant application and submit quarterly reports.
- Assist the Illinois State Library in OCLC related matters.
- Coordinate the maintenance of equipment and software required for OCLC billing.
- Perform account billing functions for monthly, quarterly, and annually invoices.
- Resolves account statement questions and provides account support to all member libraries.
- Ensure system data input is complete and accurate.
- Research and resolve customer billing issues and payment discrepancies.
- Follow up on outstanding accounts.
- Assists with the payroll process.
- Performs other duties as assigned.

Supervised by: Finance Director

Supervises: None

Minimum Education and Experience:

- Bachelor's degree in accounting or equivalent work experience 2:1.

- 1-3 years general accounting experience
- Minimum 1-year customer service experience.
- Strong accounts receivable focus, preferred.
- Strong Microsoft Excel and Word skills.
- Proficient in using accounting software, Abila & Traverse preferred but not required.

Licenses or Certification Required: None

Knowledge, Skills and Abilities Required:

- Strong telephone presence and etiquette.
- Strong verbal, written, and interpersonal skills.
- Good Organizational skills.
- Ability to prioritize and handle interruptions while effectively meeting deadlines.
- Ability to manage several projects simultaneously in a fast pace and team-oriented environment.
- Detail oriented with good mathematical skills.
- Ability to work independently, as well as part of a team.
- Discretion required.
- Ability to check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Knowledge of accounting procedures to classify, record, and summarize financial data to compile and keep financial records.
- Ability to work in an organization that embraces customer service.
- Ability to organize time and work independently.
- Ability to establish and maintain effective working relationships with IHLS staff and stakeholders.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment.

Telecommuting:

This position does allow for occasional telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less, with the ability to adjust the eye to bring objects into sharp focus and clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Finance Director

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Classification: 13

Summary:

The Finance Director is responsible for the overall financial operations of IHLS including budgeting, the general ledger, accounts payable and receivable and payroll functions, and oversees all aspects of the ILLINET/OCLC Billing Grant. This position is also part of the Leadership Team which participates in establishing strategic directions as well as goals and objectives for IHLS.

Essential Duties & Responsibilities:

- Develop and maintain budgeting systems to control expenditures, manage the cash flow by estimating cash needs and investing available cash to coincide with needs.
- Initiate preliminary budget projections and assist the Executive Director, department directors and managers in the preparation and monitoring of the annual budgets.
- Monitor IHLS Requests for Proposals and bidding procedures.
- Prepare payroll and billing procedures; prepare documentation for auditors, review audit reports and recommend changes to the financial management system.
- Supervise maintenance of fixed assets.
- Prepare monthly financial statements and bill lists for the IHLS Board.
- Prepare financial reports required for grants in concert with appropriate staff.
- Oversee and assist in managing all funds.
- Prepare correspondence relative to financial functions.
- Oversee annual audit by independent certified public accountant and related financial information to be included in annual state report.
- Oversee all aspects of the OCLC Billing Grant.
- Manage the financial software system, including troubleshooting problems with software support.
- Establish and implement departmental goals, objectives, and procedures.
- Produce all tax filings.
- Recommend levels of coverage for general property, casualty and liability insurance and coordinate selection of insurance provider.

Finance Director (continued)

- Actively participate in the IHLS Leadership Team to assist in planning the future goals and direction of the Illinois Heartland Library System.
- Work and/or supervise any other day-to-day accounting and financial procedures as necessary.
- Performs other duties as assigned.

Supervised by: Executive Director

Supervises: Senior Accountant, Accounts Receivable Coordinator, Accounting Assistant

Education and Experience:

- Bachelor's degree in Business Administration with specialization in accounting
- 5-7 years' relevant experience.
- CPA is a plus.

Licenses or Certifications Required: Valid driver's license or other certification to travel.

Knowledge, Skills, and Abilities Required:

- Strong knowledge of basic accounting principles, including fund accounting principles.
- Strong knowledge of operation and function of automated accounting software.
- Good knowledge of accounting pronouncements for general accounting and governmental fund accounting.
- Knowledge of current laws and pronouncements in the area of income and payroll taxes.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources.
- Ability to plan, administer and control budgets for contracts, equipment, and supplies.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- The ability to combine pieces of information to form general rules or conclusions (including finding a relationship among seemingly unrelated events).
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to work in an organization that embraces customer service.
- Good oral and written communication skills.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with IHLS staff and stakeholders.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved July 2019
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Human Resource Assistant

FLSA: Non-exempt

Location: Edwardsville

Employee Type: Part-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 5

Summary:

The Human Resource Assistant performs a variety of administrative and clerical duties for the Human Resource department.

Essential Duties & Responsibilities:

- Must demonstrate a high level of customer service to all employees, member libraries and vendors.
- Ability to maintain a high level of confidentiality.
- Compose correspondence, documents, forms, and reports; or format, type and/or proof documents, letters, memoranda, reports, publications and other materials from handwritten or draft copy, or verbal direction as needed.
- Sort and route incoming and outgoing HR mail.
- Maintain HRIS data and assist employees with e-portal benefit enrollments.
- Order HR supplies.
- Post positions on various job boards and on our IHLS Website.
- Conduct background checks and schedule drug screens.
- Prepare new hire packets.
- Process all new hires through E-Verify and new hire reporting
- Create and maintain employee files.
- Assist in the creation of the Monthly Staff Newsletter.
- Coordinate wellness initiatives.
- Assist in the coordination of open enrollment and benefit plan updates.
- Support the development and implementation of meetings and special events by creating support materials and assuming responsibility for all logistics such as producing name tags, maintaining attendance lists, and sign-in sheets, setting up the facility for hospitality, purchasing required food, doing general clean-up, etc.
- Assist in the planning and coordination of Staff Day.

Supervised by: HR Director

Supervises: None

Minimum Education and Experience:

- Associate degree in a related field or a minimum of 4-years of experience in an administrative capacity.
- HR experience is a plus!

Licenses or Certifications Required:

Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Knowledge of administrative and clerical procedures such as managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Coordinate and develop statistical information for Operations using various spreadsheets.
- Ability to ensure strict confidentiality
- Ability to establish & maintain effective working relationships with staff.
- Ability to provide timely response to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards staff, member libraries and job duties.
- Proficient in Microsoft Word, Microsoft Excel, Microsoft Publisher.
- Ability to work independently and prioritize work.

Working Conditions:

Work is usually performed in an office environment.

Telecommuting:

This position does allow for occasional telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus and clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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HR Assistant (continued)

job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved July 2014
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Human Resources Director

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 12

Summary:

The Human Resources Director is responsible for aligning business objectives with employees and management. The position serves as a consultant to management on human resource-related issues acting as an employee champion and change agent. The Human Resources Director guides and supports the overall provision of human resources services, policies, and programs. This position is part of the Leadership Team which participates in establishing strategic directions as well as goals and objectives for IHLS.

Essential Duties & Responsibilities:

- Continually identify and implement best HR practices suitable for IHLS.
- Create, maintain, and update human resources documentation, such as IHLS Personnel Code, personnel forms, and HR Manual.
- Recruits, interviews, where applicable, tests, and selects employees to fill vacant positions.
- Plans, conducts, or coordinates new employee orientation.
- Provide current and prospective employees with information about policies, job duties, working conditions, wages, and opportunities for promotion and employee benefits.
- Prepare and maintain employment records related to events such as hiring, termination, leaves, transfers, and promotions as prescribed by law and state library recommendations.
- Develop and administer performance management systems.
- Conduct a market analysis to evaluate, classify, and rate job positions.
- Analyze internal processes and recommend and implement procedural changes to improve operations.
- Audit timesheets for compliance with Personnel Code for biweekly payroll processing and provide support to employees.
- Administer and implement all employee health plans to ensure all IHLS benefits are competitive.
- Ensure IHLS is following all federal, state, and local employment laws.
- Monitor and enforce all organizational employment policies and procedures in a consistent and fair manner.

Human Resources Director (continued)

- Actively participate in the IHLS Executive Team to assist in planning the goals and direction of the Illinois Heartland Library System.
- Serve as a link between management and employees by handling questions, interpreting, and administering contracts and helping resolve work-related problems.
- Assist directors and managers in employee relations issues, such as harassment allegations, work complaints, or other employee concerns.
- Develop and monitor the budget for the Human Resources Department (benefits, wellness, and staff training).
- Identify, create, and monitor professional development and on-going training for staff.
- Document and investigate incidents and accidents and prepare reports for insurance carrier.
- Coordinate, implement and monitor staff events.
- Authorized Agent for Illinois Municipal Retirement Fund, IMRF
- 15-20% travel, possibly overnight, to remote IHLS locations (Carbondale and Champaign) at least once a month.

Supervises: Human Resources Assistant

Supervised by: Executive Director

Minimum Education and Experience:

- Master's degree in human resources or a related field or 10+ years of Human Resources experience.
- SHRM or HRCI certification preferred.
- 3-5 years of human resources experience in a leadership role required.

Licenses or Certifications Required:

Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Strong knowledge of principles and procedures for personnel recruitment, selection, retention, training, compensation, and benefits.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, budgeting, and the coordination of people and resources.
- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects for adults.
- Ability to establish long-range objectives and specify the strategies and actions to achieve them.
- Ability to maintain continuous knowledge of federal and Illinois state laws and government regulations pertaining to personnel and personnel related issues.
- Knowledge of employee benefit options and administering benefits programs.
- Demonstrated ability to establish and maintain effective working relationships with directors, managers, and other staff.
- Ability to read, analyze and interpret professional journals, technical procedures, and government regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to use oral and written communications skills for the purposes of negotiating, persuading, and conveying information.

- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to organize time and work independently.
- Ability to establish and maintain effective working relationships with IHLS staff.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Occasional evening and weekend work required, with possible overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus and clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved August 2019
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Senior Accountant

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 8

Summary:

The Senior Accountant position is responsible for serving as a team leader in the finance department and ensuring the department creates accurate and timely financial records for the organization.

Essential Duties & Responsibilities:

- Oversees and assists with all aspects of accounts payable. Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Develop systems for the maintenance of financial records, making use of current technologies.
- Review processes and creates forms and manuals for accounting personnel.
- Prepare suppliers' 1099s.
- Maintain files and documentation thoroughly and accurately in accordance with company and state policy.
- Assist in month end closings.
- Oversees the company payroll process.
- Analyze historical financial expenses, determine present and future needs, and establish projections for annual operating budget.
- Prepare and enter monthly and routine journal entries.
- Monitor and review general ledger.
- Prepare and report employee wages earned to IMRF.
- Performs other duties as assigned.

Supervised by: Finance Director

Supervises: None

Education and Experience:

- Bachelor's degree in accounting
- 3- 5+ years of general accounting experience with strong accounts payable focus
- Proficient in using accounting software; Abila preferred but not required.

Licenses or Certification Required: None

Knowledge, Skills, and Abilities Required:

- Knowledge of accounting procedures to classify, record, and summarize financial data to compile and keep financial records.
- Strong verbal, written, and interpersonal skills.
- Strong Microsoft Excel and Word skills.
- Ability to audit figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Ability to maintain good organization and discretion.
- Ability to prioritize and handle interruptions while effectively meeting deadlines.
- Ability to manage several projects simultaneously in a fast pace and team-oriented environment.
- Knowledge of general accounting office administration and procedures.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with IHLS staff and stakeholders.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment.

Telecommuting:

This position does allow for occasional telecommuting.

Physical Requirements:

- This position is primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain

job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print) Name

Employee Signature

Date

Supervisor (Print) Name

Supervisor Signature

Date

Approved November 2018
Revised July 2019
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: IT Director

FLSA: Exempt

Location: Carbondale

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 15

Summary:

The Director of IT is responsible for development of computer information resources, providing for data security and control, strategic computing, and disaster recovery. This position is part of the Executive Team which participates in establishing strategic directions as well as goals and objectives for IHLS.

Essential Duties & Responsibilities:

- Develop and monitor the IT budget to include capital needs.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Negotiate and recommend contracts with equipment and service suppliers, and monitor contract fulfillment.
- Establish and implement departmental goals, objectives, and procedures.
- Direct plans, coordinates and supervises the operation of the System's network.
- Develop and oversee the management of a System-wide Virtual Private Network.
- Oversee the management of firewall, email servers, and other network-related equipment.
- Oversee the IT staff at multiple locations, giving them clear direction and tasks to accomplish.
- Explore new technologies in the industry and suggest adoption schedules of areas that will benefit IHLS.
- Provide backup of information on the System network.
- Develop a replacement schedule for technology equipment; track software licensing; renew or update software and licenses as needed.
- Provide for the protection of the network from viruses and spam.
- Develop and provide training for staff on use of the VPN and other computer equipment as needed.
- Assist the Local Library System Automation Program (LLSAP) with network issues and other duties related to the LLSAP.
- Works with representatives of Internet Service Provider's (ISP) to provide and enhance connectivity to products.
- Train IT personnel, maintain DNS servers for multiple domains.

IT Director (continued)

- Actively participate in the IHLS Executive Team to assist in planning the goals and direction of the Illinois Heartland Library System.
- Responsible for purchases related to IT and maintaining the budget line items assigned by the Executive Director.
- Recommend and organize computer and telephone related contracts and agreements.
- Maintain and monitor telephone system and all telecom initiatives.

Supervised by: Executive Director

Supervises: Web Developer, Web & IT Administrator, Network Administrator

Minimum Education and Experience:

- B.S. Degree is in Computer Science or related field or work equivalent 2:1 or 8 years
- Eight (8) years on the job training in the IT/Managerial field.
- A minimum of 4 years in progressive managerial roles or any equivalent combination of experience and training, which provides the required knowledge skills and abilities.

Licenses or Certifications Required: Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Ability to set goals and deadlines for the department.
- Ability to analyze internal processes and recommend and implement procedural to improve operations.
- Plan, administer and control budgets for contracts, equipment, and supplies.
- Proficient knowledge of computers, servers, networks.
- Proficient knowledge of common client operating systems including MS Windows, OSX, and Linux desktop software.
- Proficient knowledge of network operating languages includes Cisco IOS, PIX, AOS and WatchGuard.
- Knowledge of computer hardware and software including applications and programming.
- Ability to troubleshoot and train others on desktop software applications.
- Ability to set up and monitor a Virtual Private Network.
- Knowledge of business and management principles involved in strategic planning and resource allocation.
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Working knowledge of the OSI network model.

- Ability to setup and troubleshoot DNS servers, DNS domain requests, and work with various DNS providers.
- Ability to troubleshoot complex network issues using a variety of network tools like sniffers and analyzers.
- Ability to establish and maintain effective working relationships with other employees, department heads, public officials, and the general public.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to troubleshoot complex problems and learn new technologies quickly.
- Ability to communicate effectively using a variety of communication mediums like telephone, online meetings, email, IM, video conference software, and face-to-face interactions.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required with overnight travel possible.
- Off hours availability for emergency issues.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

IT Director (continued)

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012

Revised June 2014

Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Network Administrator

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 10

Summary: The Network Administrator is responsible for the installation and maintenance of computer information resources, providing data security, and control for SHARE and IHLS local offices.

Essential Duties & Responsibilities:

- Install, maintain, and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Configure, install, and recommend changes to data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Design skills needed to help develop corporate IT systems and networks, ensuring the most effective architecture and functionality.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Administer the Microsoft Windows Server network of servers.
- Monitor network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Work with the IT Director to plan for and implement network improvements and changes, implement and manage a system-wide VPN network, and oversee the overall performance of the network.
- Provide customer service to member libraries with issues pertaining to technology IHLS provides.
- Patience and ability to train users in both new and existing IT systems.
- Assist SHARE with network issues and other duties related to the LLSAP.
- Work with representatives of Illinois Century Network and other Internet Service Provider's (ISP) to provide and enhance connectivity to SHARE products.
- Maintain internal and external DNS servers for multiple domains.
- Maintain Hyper-V virtual server environment in the ICN Co-location facility.

Network Administrator (continued)

- Constant willingness to provide local support for IHLS office computers in all IHLS office locations.
- This position requires 24-hour ability to respond to emergency alerts from systems and phone calls from the library system regarding system down emergencies.

Supervised by: IT Director

Supervises: None

Minimum Education and Experience:

- B.S. Degree in Computer Science or related field or equivalent work experience of eight (8) years.
- Five (5) years additional experience with on-the- job training in the IT field.

Knowledge, Skills, and Abilities Required:

- Proficient knowledge of computers, servers, and networks
- Proficient knowledge of common client operating systems; including MS Windows, OSX, and Linux desktop software.
- Proficient knowledge of network operating languages; including Cisco IOS, PIX, AOS, WatchGuard and SonicWall.
- Proficient knowledge of Microsoft SCCM, SCOM, and other Microsoft System Center software.
- Proficient in Microsoft Active Directory as implemented in Microsoft Windows Server 2019.
- Knowledge of computer hardware and software including applications and programming especially around Windows scripting and PowerShell.
- Ability to troubleshoot and train others on desktop software applications.
- Ability to set up and monitor a Virtual Private Network
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems
- Working knowledge of the OSI network model
- Ability to setup and troubleshoot DNS servers, DNS domain requests, and work with various DNS providers.
- Ability to troubleshoot complex network issues using a variety of network tools like sniffers and analyzers.
- Ability to establish and maintain effective working relationships with IHLS staff and staff from member libraries.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to troubleshoot complex problems and learn new technologies quickly.
- Ability to communicate effectively using a variety of communication mediums like telephone, online meetings, email, IM, video conference software, and face-to-face interactions.
- Ability to work in an organization that embraces customer service and where improper customer service can adversely affect the reputation of the entire organization.
- Ability to hold confidential information in close secrecy. The failure of keeping the confidential information secure could result in financial loss to our organization and our member libraries.

- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties
- Ability to travel as required with overnight travel probable.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel. May have to work off hours to handle emergency issues as well as routine maintenance of servers and networks.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

**Approved June 2012
Revised June 2014
Revised January 2015
Revised April 2021**



Illinois Heartland Library System

Job Description

Position Title: Web & IT Administrator

FLSA: Exempt

Location: Edwardsville/Champaign

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Support Staff

Salary Classification: 8

Summary:

This position works closely with the Web Developer and Network Administrator as well as with the IT Director to implement and monitor the functions of the computer systems and website updates. Installation and maintenance of computer and server resources for IHLS is a primary focus. The Web & IT Administrator supports staff hardware and software along with website updates and services.

Essential Duties & Responsibilities:

- Assist the Web Developer in support and upkeep of the website content, design and upkeep of the server infrastructure.
- Backup the Network Administrator on all aspects of the Microsoft Windows Server environment.
- Develop training material and procedures, in order to train users in the proper use of hardware and/or software.
- Take ownership and maintain all servers related to the website and web related functions.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Consistent willingness to provide answers to inquiries from staff regarding computer software or hardware operation and help to resolve problems.
- Manage domain registrations and hosting; and make DNS changes as needed for IHLS and member libraries.
- Monitor network performance to determine whether adjustments need to be made, and work with the entire IT team to implement those changes.
- Update data in internal databases and documentation.
- Coordinate communication using technology including but not limited to video conferencing sessions, telephone services, email listservs, instant messaging, emails, etc.
- Provide technical support to SHARE member libraries as it relates to SHARE services.
- Manage domain registration and hosting and make DNS changes as needed for member libraries.
- Develop best practices for our website usage and how information is posted to the website.
- Patience and ability to train users in both new and existing IT systems.

Supervised by: IT Director

Supervises: None

Minimum Education and Experience:

- Bachelor's degree in a related field or four (4) years equivalent experience will consider equivalent work experience 2:1.
- Additional four (4) years' work experience in the IT field providing tech support and setup of systems.

Licenses or Certifications Required:

Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Proficient knowledge of computers, servers, and networks.
- Proficient knowledge of common client operating systems; including MS Windows, OSX, and Linux desktop software.
- Extensive knowledge of Microsoft Office software; and specialized knowledge in the area of personal computers and website upkeep.
- Working knowledge of graphic design software, Drupal CMS, and how to incorporate graphical elements into web platforms by using modern web languages like HTML5, CSS, JavaScript and PHP.
- Working knowledge of Microsoft SCCM, SCOM, other Microsoft System Center software.
- Working knowledge of graphic design software like Adobe Photoshop is highly encouraged.
- Ability to learn basic programming and scripting skills.
- Ability to troubleshoot, diagnose and repair personal computers; organize and teach computer applications; and troubleshoot network problems.
- Good oral and written communication skills for the purpose of explaining, persuading and negotiating.
- Ability to work in an organization that embraces customer service.
- Patience and ability to train users in both new and existing IT systems.
- Ability to establish and maintain effective working relationships with staff.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required. Some travel will be on short notice within the IHLS service area.
- Ability to hold confidential information in close secrecy.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved April 2019
Revised April 2021



Job Description

Position Title: Web Developer

FLSA: Exempt

Location: Carbondale

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 11

Summary:

The Web Developer is responsible for aspects of the IHLS & SHARE websites. Work with IT Director and other appropriate stakeholders in the development of the webpage as the primary communication vehicle for IHLS & SHARE. Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content.

Essential Duties & Responsibilities:

- Develop, modify, and implement user support of IHLS and SHARE webpages.
- Develop solutions from concept to implementation using web-related development technologies, based on need and usability analysis.
- Evaluate open-source web-based software for various organizational needs and recommend cost-saving solutions.
- Maintain and develop in-house applications based on Docker, Laravel, Vue, MySQL, MSSQL, Swift, and other scripting languages.
- Work with IT Director in the development of System technology and software needs.
- Configure and maintain integration of Microsoft environment with the Azure cloud, O365 cloud, and security of Azure AD with a focus on risk management and minimization.
- Implement security around secure email services for all communication methods, including listservs, email, and integrations with 3rd party systems.
- Provide support for all aspects of the SHARE database administration.
- Constant willingness to provide local support for IHLS office computers in all IHLS office locations.
- Provide technical support to SHARE member libraries as it relates to SHARE services.
- This position requires 24-hour ability to be contacted. Emergency alerts from systems and phone calls from the library system regarding system down emergencies.

Supervised by: IT Director

Supervises: None

Web Developer (Continued)

Minimum Education and Experiences:

- B.S. Degree in Computer Science or related field or equivalent work experience of eight (8) years.
- Five (5) years additional experience with on-the- job training in the IT field.

Licenses or Certifications Required:

- Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Proficient knowledge of webpage applications and programming i.e., HTML, CSS, PHP, MSSQL, Drupal CMS, Swift.
- Proficient knowledge of containers running Docker.
- Proficient in integration with 3rd party providers like Let's Encrypt using traefik technology.
- Working knowledge of programming languages like: PHP, Swift, Typescript, and PowerShell.
- Knowledge of design techniques, tools, and principles.
- Knowledge of principles of user experience and user interface design & assessment of usability.
- Knowledge of Microsoft SharePoint is preferable but not required.
- Photo editing and graphic manipulation for website presentation.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- The ability to combine pieces of information to form general rules or conclusions (including finding a relationship among seemingly unrelated events).
- Good oral and written communication skills.
- Ability to establish and maintain effective working relationships with other employees, department heads, public officials, and the general public.
- Ability to work in an organization that embraces customer service.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to work with sensitive and confidential data.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.

Web Developer (Continued)

- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2014
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: **Associate Director**

FLSA: Exempt

Location: Carbondale

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 16

Summary:

The Associate Director is responsible for managing all departments and functions that directly affect System membership and those who are responsible for projects funded by grants and delivery operations. This position oversees system work as it pertains to membership and development. Must also be available to board committees or the board of directors to present and discuss membership and policy issues.

The Associate Director is part of the Leadership Team which participates in establishing strategic directions as well as goals and objectives for IHLS.

Essential Duties & Responsibilities:

- Provide support to the Executive Director and the Leadership Team in the management of library system issues.
- Establish and implement departmental goals, objectives, and procedures.
- Monitor processes to ensure accurate statistical and empirical data as it pertains to membership.
- Identify and apply for grants that support System goals and objectives.
- Oversee the development and monitoring of budgets for grant funded programs and projects.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Ensure that timely and accurate information is disseminated for the benefit of Member Libraries.
- With the Membership Services Staff
 - Contact libraries when a change in directorship has taken place to review membership criteria and system services.
 - Make Site visits, as needed, to libraries.
 - Monitor completion of annual reporting and grant applications of libraries.
 - Promote System Membership with interested groups.
 - Act as staff liaison in the development and activities of the Networking groups.
- Provide Advocacy Tools for libraries

Associate Director (continued)

- Review member compliance with membership criteria outlined in the Illinois Administrative Code and make recommendations to the Board on changes of membership status.
- Participate in regional and statewide organizations that support library development.

Supervised by: Executive Director

Supervises: Operations Director, SHARE Director, and Public Library Liaison

Minimum Education and Experience:

- Master's Degree in Library Science
- Three (3) years' experience working in libraries in an administrative capacity.
- Experience working in or with different types of libraries is required.

Licenses or Certifications Required: Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources concepts, leadership technique, production methods, and coordination of people and resources
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to monitor and assess performance of self, other individuals, and working teams to make improvements or take corrective action.
- Knowledge of the principles and procedures of professional library work including methods and practices.
- Comprehensive knowledge of IHLS membership criteria.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use computers and software such as Word, Excel, and Power Point.
- Good oral and written communication skills for the purpose of explaining, persuading, and negotiating.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with staff, the board, governmental representatives, and member libraries.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required with occasional overnight travel.

Telecommuting:

This position allows for occasional or regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved 2013
Revised June 2014
Revised April 2021



Job Description

Position Title: **Membership Coordinator/School Library Liaison**

FLSA: Exempt

Location: All

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 9

Summary:

The Membership Coordinator works as part of the Membership Services Team to collect accurate information regarding member libraries and to provide support for the multitype libraries that comprise IHLS. This position involves a significant amount of networking and interaction with IHLS member libraries. A special focus of this position is work with school districts and schools that are members of IHLS.

Essential Duties & Responsibilities:

As part of the Membership Services Team:

- Exhibits Knowledge of the governance documents for Illinois libraries, such as Illinois Library Laws and Rules, and Linking for Learning.
- Has comprehensive knowledge of IHLS membership criteria.
- Maintains ongoing contact with member libraries, answering questions about services, assessing development needs, and offering assistance.
- Visits member libraries to discuss IHLS services and provide onsite professional support.
- Responds to requests for information about membership and follows through with site visits where appropriate.
- Identifies issues of importance to members and examines opportunities for assistance and support.
- Monitors annual tasks required of IHLS libraries including certification and per capita grants.
- Tracks and records significant data as it pertains to IHLS member libraries.
- Assesses and develops professional development opportunities for member libraries.
- Works with other IHLS Departments to improve and enhance member engagement among school libraries.
- Promotes IHLS networking and professional development opportunities with member libraries.
- Participates in networking events throughout the system.
- Facilitates relationship building among IHLS school libraries.
- Is involved in regional, statewide, and national initiatives as a voice for IHLS school libraries.
- Tracks legal and legislative issues that impact school libraries.

****This position will work out of the Carbondale, Champaign, or Edwardsville Office**

- Encourages libraries to be advocates for their library and programs that benefit their library.

Supervised by: Associate Director

Supervises: N/A

Minimum Education and Experience:

- MSLIS with licensure preferred.
- Three (3) years' experience working in school libraries.
- Experience working in or with different types of libraries is preferred.

Licenses or Certifications Required: Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Knowledge of the multi-facets of school librarianship, including Planning and Learning, Library Administration, Leadership and Creating a Learning Environment.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to monitor and assess performance of self, other individuals, and working teams to make improvements or take corrective action.
- Knowledge of the principles and procedures of professional library work including methods and practices.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use computers and software such as Word, Excel, and Power Point.
- Good oral and written communication skills for the purpose of explaining, persuading and negotiating.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with staff, the board, governmental representatives, and member libraries.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional or regular telecommuting.

Physical Effort:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.

- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved October 2017
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Membership Coordinator/Public Library Liaison

FLSA: Exempt

Location: All

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 9

Summary:

The Membership Coordinator works as part of the Membership Services Team to collect accurate information regarding member libraries and to provide support for the multitype libraries that comprise IHLS. This position also involves a significant amount of networking and interaction with IHLS member libraries. A special focus of this position is working with public libraries that are members of IHLS and their trustees.

Essential Duties & Responsibilities:

- Exhibits Knowledge of the governance documents for Illinois libraries such as Illinois Library Laws and Rules and Serving Our Public.
- Has comprehensive knowledge of IHLS membership criteria.
- Maintains ongoing contact with member libraries, answering questions about services, assessing development needs, and offering assistance.
- Visits member libraries to discuss IHLS services and provide onsite professional support.
- Responds to requests for information about membership and follows through with site visits where appropriate.
- Identifies issues of importance to members and examines opportunities for assistance and support.
- Monitors annual tasks required of IHLS libraries including certification, Public Library Annual Reports, non-residents fee surveys and others as they arise.
- Tracks and records significant data as it pertains to IHLS member libraries.
- Assesses and develops professional development opportunities for member libraries.
- Works with other IHLS Departments to improve and enhance member engagement.
- Promotes IHLS networking and professional development opportunities with member libraries.
- Participates in networking events throughout the system.
- Facilitates relationship building among IHLS libraries.
- Is involved in regional, statewide, and national initiatives as a voice for IHLS libraries.
- Tracks legal and legislative issues that impact libraries.
- Encourages libraries to be advocates for their library and programs that benefit their library.

Supervised by: Associate Director

****This position will work out of the Carbondale, Champaign, or Edwardsville Office**

Supervises: N/A

Minimum Education and Experience:

- MLS and 3 years of library administrative experience or equivalent work experience 2:1 or 12 years
- Three (3) years of experience working in libraries in an administrative capacity.
- Experience working in or with different types of libraries is preferred.

Licenses or Certifications Required: Valid driver's license or other accommodations for travel.

Knowledge, Skills, and Abilities Required:

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources concepts, leadership technique, production methods, and coordination of people and resources.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to monitor and assess performance of self, other individuals, and working teams to make improvements or take corrective action.
- Knowledge of the principles and procedures of professional library work including methods and practices.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use computers and software such as Word, Excel, and Power Point.
- Good oral and written communication skills for the purpose of explaining, persuading and negotiating.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with staff, the board, governmental representatives, and member libraries.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional or regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.

- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved October 2017
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Project Coordinator

FLSA: Exempt

Location: Edwardsville, Carbondale

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Classification: 8

Summary:

The primary function of a project coordinator is to make sure projects are organized and stay on track. The project coordinator key responsibilities will typically involve maintaining project documentation, such as plans and reports; assigning tasks and controlling schedules; communicating the project's progress to team members and other stakeholders; and managing the project's budget.

Duties & Responsibilities:

- Participate in project design meetings and propose improvements if necessary
- Evaluate potential problems, technical hitches and develop solutions
- Plan and manage team goals, project schedules and new information
- Supervise current projects and coordinate all team members to keep workflow on track
- Manage project-related paperwork by ensuring all necessary materials are current, properly filed and stored
- Direct project correspondences by preparing and reviewing project proposals, memos, meeting minutes and emails
- Communicate with IHLS employees to identify and define project requirements, scope and objectives
- Adhere to budget by monitoring expenses and implementing cost-saving measures
- Assist with grant reporting
- Maintain a good working relationship with the project director

Supervised by: Associate Director

Supervises: None

Minimum Education and Experience:

- Bachelors in Business Administration or related field
- PMP / PRINCE2 certification is a plus
- Minimum of 2 years of experience

Licenses or Certifications Required: Valid driver's license.

Knowledge, Skills, and Abilities Required:

- Preparing presentations to update senior management on the project's progress and showcase the project's value.
- Ability to communicate effectively in writing as appropriate for the needs of the audience.
- Proven work experience as a Project Coordinator or similar role successfully managing multiple projects simultaneously.
- Experience in project management, from conception to delivery
- An ability to prepare and interpret flowcharts, schedules and step-by-step action plans
- Solid organizational skills, including multitasking and time-management
- Strong client-facing and teamwork skills
- Hands-on experience with project management tools (e.g., Basecamp or Trello)
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, Power Point, Planner, Project, and Microsoft Teams.
- Ability to prioritize work.
- Ability to work independently and as part of a team.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job

Project Coordinator (continued)

duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2022



Illinois Heartland Library System

Job Description

Position Title: Administrative Assistant

FLSA: Non-exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 5

Summary:

The Administrative Assistant performs a variety of administrative and clerical duties for the Illinois Heartland Library System (IHLS) Operations Department.

Essential Duties & Responsibilities:

- Compose correspondence, documents, forms, and reports; or format, type and/or proof documents, letters, memoranda, reports, publications, and other materials from handwritten or draft copy, or verbal direction as needed.
- Sort and route incoming and outgoing mail.
- Assist in member communication.
- Support the development and implementation of meetings and special events (including virtual meetings and events) by creating support materials and assuming responsibility for all logistics.
- Phone operator for department.
- Project coordinator for Operations Department.
- Coordinate calendar of the Operations Director.
- Assist with the creation of PowerPoint presentations, Word Documents, and Excel spreadsheets.
- Gather and compile statistics from a variety of source materials, which may include production, records, quality control and survey responses.
- Verifies accuracy of source data.
- Enter data for use in reports and/or analyses including graphs.
- Applies statistical formulas and software applications to compile and analyze data.
- Create a bimonthly newsletter and post regular updates, including Intranet updates, as needed.
- Assist with ordering and distributing merchandise.
- Executes additional administrative duties.
- Any duties, as assigned.

Supervised by: Operations Director

Supervises: None

Minimum Education and Experience:

- Associate degree in a related field or equivalent work experience 2:1 or 4 years in an administrative role.
- Three (3) years of experience in an administrative capacity.
- Extensive experience using Microsoft Word, Excel, the internet, Intranet, E-Mail, and other electronic business applications.

Licenses or Certifications Required:

Valid driver's license

Knowledge, Skills, and Abilities Required:

- Knowledge of administrative and clerical procedures such as managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of Operational procedures.
- Coordinate and develop statistical information for the Operations Department using various spreadsheets.
- Ability to maintain vendor databases.
- Ability to establish & maintain effective working relationships with staff & member libraries.
- Ability to provide timely response to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards staff, member libraries and job duties.
- Ability to use a personal computer and proficient use of Microsoft Office programs.
- Ability to work independently and prioritize work.

Working Conditions:

Work is usually performed in an office environment. Occasional evening and weekend work may be required.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- This position requires both active and sedentary work. It requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.

- Occasionally requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects including but not limited to books, tubs, or bags of library materials.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet. Must have the ability to distinguish colors.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012
Revised May 2014
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: **Area Manager**

FLSA: Exempt

Location: Edwardsville/Carbondale

Employee Type: Full-time

Pay Type: Salaried

Financial Classification: Other Professional

Salary Grade: 10

Summary:

The Area Manager facilitates the timely distribution of library materials through effective management of team members and work schedules. They clear any impediments that may slow down their team's progress on a project and set the timelines on which items will be delivered. Is responsible for the maintenance of the Edwardsville and Carbondale facilities, vehicle maintenance and repairs, and custodial operations.

Essential Duties & Responsibilities:

- Plan work assignments and equipment allocations to meet transportation and operations goals.
- Enforce safety rules and regulations per OSHA guidelines, workers compensation, IHLS protocol, and any applicable state and federal guidelines.
- Partner with member libraries, contractors, or other IHLS personnel to ensure effective communication.
- Recommend and implement measures to improve employee motivation, equipment performance, work methods, and customer services.
- Oversee the maintenance and repair of machinery, equipment, electrical, and mechanical systems.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Monitor operations to ensure that they are being performed properly and to ensure maximum efficiency.
- Develop and implement transportation, safety processes, and IHLS procedures for the team.
- Explain and demonstrate work tasks to new workers or assign training tasks to experienced staff.
- Prepare, compile, and submit reports on work activities, operations, production, or work-related accidents.
- Schedule repairs or preventive maintenance of vehicles, facilities, and other equipment
- Schedule and prepare on-demand deliveries each week.

Area Manager (continued)

- Purchases needed services, supplies, and equipment.
Travel to Carbondale facility as needed.

Supervised by: Operations Director

Supervises: Courier Drivers, Page/Sorters, Delivery Coordinators

Minimum Education and Experience:

- Bachelor's Degree or equivalent work experience 2:1 or 8 years
- Three (3) years supervisory experience
- 3 years' delivery experience preferred.
- Experience driving a van or other large vehicle is preferred.

Licenses or Certifications Required: Valid driver's license.

Knowledge, Skills, and Abilities Required:

- Knowledge of principles and methods for moving materials by vans or trucks.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of business and management principles involved in planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of how to use a personal computer and proficient use of Microsoft Office.
- Good knowledge of custodial operations, building maintenance and repair requirements.
- Knowledge and understanding of the rules of the road for operating a vehicle in Illinois.
- Ability develop and maintain records.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to work in an organization that embraces customer service.
- Ability to organize time and work independently.
- Ability to establish and maintain effective working relationships with IHLS staff.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.
- Ability to travel as required.

Working Conditions:

Work is primarily inside the building in an office or distribution center environment. May also be required to drive and deliver library materials in all types of weather.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- This position requires both active and sedentary work. It requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.

Area Manager (continued)

- Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects, including but not limited to, books, tubs, or bags of library materials.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet.
- Required to carry tubs of books and other materials up to 40 pounds approximately 50 feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved July 2019
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Courier Driver

FLSA: Non-exempt

Location: All

Employee Type: Full-time or Part-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 2

Summary:

Courier Drivers are a critical component to the provision of customer service. This position delivers books and other library materials to and from member libraries and may be required to sort library materials. Courier Driver services are provided Mondays through Fridays.

Essential Duties & Responsibilities:

- Drive, load, and unload van weighing less than 16,000 pounds gross vehicle weight.
- Drive a scheduled pickup and delivery route, sometimes entering unattended buildings.
- Obey traffic laws and follow established traffic and transportation procedures.
- Read maps and follow written and verbal geographic directions.
- Inspect van and van equipment, such as mirrors, lights, gas gauge, temperature gauge, tires, turn signals, and brakes to ensure that vehicles are in proper working condition.
- Report any mechanical problems encountered with vehicles.
- Report delays, accidents, or other traffic/transportation situations per IHLS protocol.
- Use professional communication methods.
- Attend workshops and participate in training.
- Participate proactively as part of the IHLS team.
- Ability to follow security measures for libraries including arming and disabling alarms and properly locking and unlocking doors.
- Any duties, as assigned.

Supervised by: Operations Manager/Area Manager

Supervises: None

Licenses or Certifications Required: Must have a valid driver's license and current automobile insurance.

Knowledge, Skills and Abilities

- Ability to work independently.
- Ability to sort books and library materials based on established location codes.
- Ability to frequently lift tubs of books and other library materials.
- Ability to drive daily on established routes and follow established laws and safe driving procedures.
- Ability to assume responsibility for entering unattended delivery sites using an alarm or key.
- Excellent oral communications skills for the purposes of conveying information and instructing others while maintaining a strong customer service focus.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.

Courier Driver (continued)

- Knowledge of how to use a personal computer and basic knowledge of Microsoft Office programs.

Education and Experience

- Some High School
- 3-year driver's license holder
- Must be 25 years of age at time of hire

Working Conditions:

Most of the work is performed driving a van and assisting in the delivery and pick up of library materials. Occasionally may encounter rain, snow, or ice. Sorting and loading of library materials may occur indoors and outdoors.

Telecommuting:

This position does not allow for telecommuting.

Physical Requirements:

- This position requires extensive periods of sitting while driving up to 400 miles daily. It also requires repetitive use of arms and legs and moving the whole body, such as standing, climbing, lifting, balancing, walking, stooping, reaching, pushing, grasping, hearing, and talking.
- Requires ability to shelve materials up to a height of 6 feet and/or bending to ground-level while sorting items by library code.
- Requires the ability to exert up to 40 pounds of force frequently to lift, carry, push, pull, or otherwise move object, including but not limited to books, tubs, or bags of library materials.
- Required to carry tubs of books and other materials up to 40 pounds approximately 50 feet.
- Clarity of vision at 20 inches or less with ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet.
- Ability to effectively use a computer and check emails.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved 2013

Courier Driver (continued)

Revised June 2014

Revised May 2016

Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Delivery & Facilities Director

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 12

Summary:

The Delivery & Facilities Director is responsible for managing staff responsible for activities associated with all aspects of the delivery operations and directs the design, planning, construction, and maintenance of IHLS facilities and leased properties. The Delivery & Facilities Director oversees the functioning of all building systems including mechanical, electrical, fire/life safety, plumbing and waste management. Oversees the maintenance of delivery and company vehicles negotiates vehicle contracts, and repairs.

Essential Duties & Responsibilities:

- Oversee the general delivery operations to include staff, the development of routes, and delivery schedules.
- Oversee the maintenance and repair of facilities, mechanical equipment, and vehicles.
- Recommend policies for the delivery operation and facilities maintenance and repair.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Establish and implement departmental goals, objectives, and procedures.
- Develop and monitor processes to ensure accurate statistical and empirical delivery data.
- Support the Executive Director in the sale and lease of the properties.
- Actively participate in the IHLS Leadership Team to assist in planning the goals and direction of the Illinois Heartland Library System.
- Develop and monitor the budget for delivery and facilities to include capital needs.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Negotiate and recommend contracts with equipment and service suppliers and monitor contract fulfillment.
- Liaison for board of the Delivery and Facilities Committee.

- Regularly meet with committees outside of IHLS: Consortium of Academic Libraries in Illinois (CARLI), Illinois State Library (ISL), Reaching Across Illinois Library System (RAILS) serving as the IHLS representative
- Promote safe work activities complying with OSHA standards.

Supervised by: Associate Director

Supervises: Operations Manager, Area Manager, Administrative Assistant

Minimum Education and Experience:

- Master's degree in related field is preferred.
- Bachelor's degree in business or 2:1 or 4 years' experience in a related field.
- Relevant experience at a management level may be substituted for education or equivalent experience.
- Five years' experience in transportation logistics and/or facilities management.
- A minimum of 5 years in a leadership role and excellent customer service experience required working with all levels of an organization.
- Five years' experience working in a library system is preferred.

Licenses or Certifications Required: Valid driver's license.

Knowledge, Skills, and Abilities Required:

- Knowledge of principles and methods for moving goods by road, including the relative costs and benefits.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources concepts, leadership technique, production methods, and coordination of people and resources.
- Knowledge of principles and processes for providing customer services in a library environment. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of principles and procedures for personnel selection, training, labor relations and negotiation.
- Knowledge of how to use a personal computer and proficient use of Microsoft Office programs.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to understand manual and the electronic development of transportation routes.
- Ability to monitor and assess performance of self, other individuals, and working teams to make improvements or take corrective action.
- Ability to plan, administer and control budgets for contracts, equipment, and supplies.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Ability to work in an organization that embraces customer service.
- Ability to establish and maintain effective working relationships with other employees, the board, and representatives from other agencies.
- Ability to develop, monitor and interpret statistical information.
- Ability to be flexible to use time wisely and to perform duties in a professional manner
- Willingness to promote teamwork.

- Ability to demonstrate a positive attitude towards co-workers, member libraries and vendors.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required with occasional out-of-state and overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects including but not limited to books, tubs, or bags or library materials.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved November 2013
Revised June 2014
Revised April 2021
Revised January 24, 2022
Revised July 12, 2022
Revised August 2022



Job Description

Position Title: **Delivery Coordinator**

FLSA : Non-exempt

Location : All

Employee Type: Full-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 4

Summary:

The Delivery Coordinator is responsible for the day-to-day operations within the Operations department. The position works closely with the Area/Operations Manager to ensure daily operations are efficient and effective.

Essential Duties & Responsibilities:

- Analyze workflow and recommend process changes.
- Oversee the production of the Sorting team.
- In the absence of Area Manager/Operations Manager, will assist with training new team members.
- Monitor daily and monthly statistics.
- Communicate daily progress to Area Manager/Operations Manager.
- Assist in the sorting and routing of books and other library materials.
- Help enforce safety rules and regulations.
- Assist in the repackaging of materials for distribution to member libraries.
- Ensure all delivery tubs and bags (containers) are accurately prepared for use by courier drivers.
- Setting up tubs by designated routes for driver loading.
- Assist in the periodic re arrangement of the delivery area.
- Perform printing, copying, collating, binding, laminating or other services that may require the use of production equipment.
- Develop constructive and cooperative working relationships with IHLS staff.
- Create driver and sorter schedules in the absence of the Area/Operations Manager.
- Any duties, as assigned.

Supervised by: Area/Operations Manager

Supervises: Sorters, Courier Drivers

Licenses or Certifications Required:

- Valid driver's license

Knowledge, Skills and Abilities

- Self-motivated leader
- Ability to be detail oriented.
- Ability to read and recognize library names and codes
- Ability to frequently lift up to 40-pound tubs of books and other library materials.
- Knowledge of how to use a personal computer and general knowledge of Microsoft Office programs.
- Ability to work in an organization that embraces customer service.
- Ability to organize time and work independently.
- Ability to establish and maintain effective working relationships with IHLS staff.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.

Education and Experience:

- High School graduate or GED equivalent
- Experience working in a library environment or distribution center

Working Conditions:

Work is usually performed in an office or distribution center environment. May also be required to drive or deliver library materials in all types of weather.

Telecommuting:

This position allows for occasional telecommuting.

Physical Requirements:

- This position requires a repetitive use of arms and legs and moving the whole body such as standing, climbing, lifting, balancing, walking, stooping, reaching, pushing, grasping, hearing, and talking.
- Requires the ability to exert up to 40 pounds of force frequently to lift, carry, push, pull or otherwise move objects, including but not limited tubs of books and other library materials.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet.
- Required to carry tubs of books and other materials up to 40 pounds approximately 50 feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by the employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Delivery Coordinator (continued)

Supervisor (Print Name)

Supervisor Signature

Date

Approved July 2019
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: ILDS (Illinois Library Delivery Services) Coordinator

FLSA: Nonexempt

Location: Champaign

Employee Type: Full-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 4

Summary:

The primary role of the Illinois Library Delivery Service (ILDS) Coordinator is to facilitate and assist in the nightly transfer of books and other library materials via the ILDS system, collected by IHLS courier drivers at the Champaign hub or transported there by ILDS shuttle drivers. This position is also responsible for the overnight preparation of the ILDS bulk delivery baskets, tubs and bags, shelving IHLS books and items that arrive in the overnight ILDS transfer and performing various maintenance and clerical duties.

Essential Duties & Responsibilities:

- Prepare the facility for the safe and efficient transfer, in all weather conditions, of ILDS bulk deliveries and hub interconnect being transported by the ILDS shuttles.
- Pack ILDS materials in the appropriate baskets, bins and bags for distribution to ILDS hubs or ILDS member libraries.
- Coordinate, assist and organize the transfer of ILDS bulk deliveries and hub interconnect deliveries.
- Perform quality control checks before and during the transfer, to ensure accurate and orderly delivery of ILDS items.
- Observe and promote safe practices and procedures that ensure the safety of workers and prevent damage to library items or the facility.
- Sort and prepare ILDS items in delivery baskets and containers for use by courier drivers at Champaign.
- Re-arrangement of the facility after the transfer and sorting process, for use by the day shift sorters and courier drivers.
- Perform regular maintenance on equipment used for the transfer to prolong and ensure safe, efficient operation of equipment and to prevent injury to staff, damage to library items or the facility.
- Maintain a clean, safe, and efficient workspace before, during and after the transfer.
- Develop constructive and cooperative working relationships with IHLS, RAILS (Reaching Across Illinois Library System), and ILDS staff.
- Use professional communication to inform ILDS shuttle drivers, IHLS and RAILS hub managers or other staff about concerns or developments effecting the transfer.
- Coordinate and communicate with the ILDS drivers, hub managers and partner facilities to assist in maintaining an efficient supply of necessary materials at each hub, to facilitate proper packaging of ILDS items and the ILDS and interconnect transfers.

ILDS Coordinator (continued)

Supervised by: Operations Manager

Supervises: None

Licenses or Certifications Required: Must have a valid driver's license.

Knowledge, Skills and Abilities

- Knowledge of each ILDS shuttle loading requirements, individual hub procedures and loading facilities. In order to assist substitute/replacement shuttle drivers as the need arises.
- Knowledge of safe loading and operation of powered lifts.
- Ability to perform any of the unloading, sorting, or loading of any of the ILDS shuttles.
- Ability to read and recognize library, regional hub and partner system names and codes.
- Ability to sort books and library materials based on established location codes.
- Ability to frequently lift tubs of books and other library materials.
- Ability to use various tools to facilitate bulk transfer of items. (Pallet jack, flat cart, two-wheeler, shrink wrap, etc.)
- Knowledge of how to use a personal computer and general knowledge of Microsoft Office programs.
- Ability to work in an organization that embraces customer service.
- Ability to be organized and manage time efficiently and work independently.
- Ability to establish and maintain effective working relationships with IHLS, RAILS, and ILDS staff.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.

Education and Experience

- High School graduate or GED equivalent
- Experience working in a library or distribution center is preferred.
- 3 years of driving experience

Working Conditions:

This position is an overnight position with no direct supervision. Sorting and loading of library materials may occur indoors and outdoors.

Telecommuting:

This position does not allow for telecommuting.

Physical Requirements

- This position requires extensive periods of sitting while driving up to 400 miles daily. It also requires repetitive use of arms and legs and moving the whole body, such as standing, climbing, lifting, balancing, walking, stooping, reaching, pushing, grasping, hearing, and talking.
- Requires the ability to exert up to 40 pounds of force frequently to lift, carry, push, pull or otherwise move objects, including but not limited to tubs of books and other library materials.
- Required to carry tubs of books and other materials approximately 50 feet.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet for the purposes of driving and writing information, and the ability to distinguish colors.

ILDS Coordinator (continued)

- Ability to effectively use a computer and check email.

This job description is not intended to imply that the duties identified above are the only duties to be performed by the employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved July 2019
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: **Operations Manager**

FLSA: Exempt

Location: Edwardsville, Champaign

Employee Type: Full-time

Pay Type: Salaried

Financial Classification: Other Professional

Salary Grade: 10

Summary:

The Operations Manager facilitates the timely distribution of library materials through the effective management of team members and work schedules. They clear any impediments that may slow down their team's progress on a project and set the timelines on which products will be delivered. Is also responsible for the maintenance of the facility, vehicle maintenance and repairs, and custodial operations.

Essential Duties & Responsibilities:

- Plan work assignments and equipment allocations to meet transportation and operations goals.
- Enforce safety rules and regulations per OSHA guidelines, workers compensation, IHLS protocol, and any applicable state and federal guidelines.
- Partner with member libraries, contractors, or other IHLS personnel to ensure effective communication.
- Recommend and implement measures to improve employee motivation, equipment performance, work methods, and customer services.
- Oversee the maintenance and repair of machinery, equipment, electrical, and mechanical systems.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Monitor the facility to ensure that it remains safe, secure, and well-maintained.
- Monitor operations to ensure that it is being performed properly and to ensure maximum efficiency.
- Develop and implement transportation, safety processes, and IHLS procedures for team.
- Explain and demonstrate work tasks to new workers or assign training tasks to experienced staff.
- Prepare, compile, and submit reports on work activities, operations, production, or work-related accidents.
- Schedule repairs or preventive maintenance of vehicles, facilities, and other equipment.
- Develop or monitor daily and monthly statistics.

Operations Manager (continued)

- Schedule and prepare on-demand deliveries each week
- Purchases needed services, supplies and equipment.

Supervised by: Delivery and Facilities Director

Supervises: Courier Drivers, Sorters, Delivery Coordinator, ILDS Coordinator

Minimum Education and Experience:

- Bachelor's Degree or equivalent work experience 2:1 or 8 years
- Three (3) years supervisory experience
- 3 years delivery experience preferred.
- Experience driving a van or other large vehicle is preferred.

Licenses or Certifications Required: Valid driver's license.

Knowledge, Skills, and Abilities Required:

- Knowledge of principles and methods for moving materials by vans or trucks.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of business and management principles involved in planning, resources allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of how to use a personal computer and proficient use of Microsoft Office programs.
- Good knowledge of custodial operations, building maintenance, and repair requirements.
- Knowledge and understanding of the rules of the road for operating a vehicle in Illinois.
- Ability to operate automotive equipment safely and efficiently.
- Ability develop and maintain keep records.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with other employees, public officials, and member libraries.
- Ability to work in an organization that embraces customer service.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to be flexible, to use time wisely, and to perform duties in a professional manner.
- Willingness to promote teamwork.
- Ability to demonstrate a positive attitude towards co-workers, member libraries, and vendors.
- Ability to travel as required.

Working Conditions:

Work is primarily in an office environment or a distribution center environment. May also be required to drive and deliver library materials in all types of weather.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- This position requires both active and sedentary work. It requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull or otherwise move objects, including but not limited to books, tubs, or bags of library materials.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet.
- Required to carry tubs of books and other materials up to 40 pounds approximately 50 feet.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012
Revised September 2014
Revised June 2016
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Sorter

FLSA: Non-exempt

Location: All

Employee Type: Part-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 1

Summary:

The primary role of the Sorter is to assist in the daily sorting of books and other library materials transported by IHLS courier drivers. Other responsibilities include assisting in the preparation of the delivery tubs and bags, shelving IHLS books, and performing other clerical duties.

Essential Duties & Responsibilities:

- Assist in the sorting and routing of books and other library materials.
- Place notices, memoranda, and other miscellaneous papers in the appropriate library delivery container
- Repackage materials for distribution to member libraries.
- Prepare delivery tubs and bags for use by courier drivers.
- Setting up routes for loading
- Assist in the periodic re-arrangement of the delivery area.
- Perform copying, collating, binding, laminating or other services that may require the use of production equipment.
- Develop constructive and cooperative working relationships with IHLS staff.
- Use professional communication.
- Develop and maintain shelf labels to facilitate the delivery of library materials.
- Sorting and preparation of Illinois Library Delivery Service (ILDS) materials.
- Any duties, as assigned.

Supervised by: Operations Manager/Area Manager

Supervises: None

Minimum Education and Experience:

- High school students (with approved IHLS work force program).
- Experience working in a library is preferred.

Licenses or Certifications Required: None

Knowledge, Skills, and Abilities Required:

- Ability to sort, read, and recognize library names and location codes.
- Knowledge of how to use a personal computer and general knowledge of Microsoft Office programs.
- Ability to work in an organization that embraces customer service.
- Ability to use time management and on occasion work independently.
- Ability to be detail oriented.

Sorter (continued)

- Use professional communication.
- Ability to establish and maintain effective working relationships with IHLS staff.
- Display professional business attitude with a pleasant demeanor while working in a customer service-oriented organization.

Working Conditions:

Work is usually performed in an office and distribution center environment.

Telecommuting:

This position does not allow for telecommuting.

Physical Requirements:

- This position requires a repetitive use of arms and legs and moving the whole body such as standing, climbing, lifting, balancing, walking, stooping, reaching, pushing, grasping, hearing, and talking.
- Requires ability to shelve materials up to a height of 6 feet and/or bending to ground-level while sorting items by library code.
- Requires the ability to exert up to 40 pounds of force frequently to lift, carry, push, pull or otherwise move objects, including but not limited to, books, tubs, or bags of library materials.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet.
- Required to carry tubs of books and other materials up to 40 pounds approximately 50 feet.
- Ability to effectively use a computer and check emails.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012

Revised June 2014

Revised May 2016

Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: Cataloger

FLSA: Exempt

Location: All

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 7

Summary:

The Cataloger performs original and copy cataloging, database maintenance, authority control, and provides training and support for libraries. This position also resolves cataloging problems and aids in database maintenance. The Cataloger provides advice, conducts training and presentations, and provides information on best practices and policies in cataloging. This is accomplished by keeping current on relevant programs and services that enhance the ability of library staff to provide quality information to patrons in an effective and efficient manner.

Essential Duties and Responsibilities:

- Perform original and complex cataloging of all formats of library materials to facilitate their identification, access, and use.
- Interpret and apply Resource Description and Access (RDA), Library of Congress Subject Headings (LCSH), Dewey Decimal Classification (DDC), Library of Congress Classification (LCC), and OCLC's Bibliographic Formats and Standards in cataloging and classifying library materials.
- Consult with libraries to resolve cataloging and database problems, report trends in bibliographic services, answer questions, transmit information, and discuss options for handling library materials.
- SHARE Catalogers provide initial support for new SHARE members.
- Cataloging Maintenance Center (CMC) Catalogers provide access to bibliographic records for all libraries in Illinois.
- Develop and deliver training programs to library staff and others, including training on more advanced concepts.
- Develop constructive and cooperative working relationships with internal staff, staff from libraries, and other relevant community leaders.
- Keep records of actions taken for libraries.
- Provide accurate and timely information in a language and format that is easily understood by library staff and colleagues.
- Perform database maintenance for bibliographic records and holdings records.
- May create Name Authority Cooperative (NACO) authority records.
- Load Machine-Readable Cataloging (MARC) record files or export MARC records for member libraries and communicate necessary changes.

Minimum Education and Experiences:

- MLS degree from an ALA accredited library school with coursework in cataloging, or at least five years of experience in original and copy cataloging preferred.
- Five years of experience in classification of all formats of library material using Resource Description and Access, Dewey Decimal and Library of Congress classifications, LC subject headings (LCSH), and MARC records highly preferred.
- Experience with computerized cataloging databases and experience in OCLC Connexion preferred.
- Experience with training and presenting, in-person or online, preferred.

Licenses or Certifications Required: Valid driver's license or other certification to travel.

Knowledge, Skills, and Abilities Required:

- Good working knowledge of the principles and procedures of professional library work including methods, practices, and techniques of library cataloging and classification.
- Excellent knowledge of computerized cataloging.
- Excellent knowledge of standard bibliographic sources and verification tools.
- Good knowledge of professional library theories, issues, and trends.
- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effectiveness.
- Good oral and written communications skills.
- Ability to establish and maintain effective working relationships with IHLS staff and staff from other libraries.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word and Excel.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely, and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, libraries, and job duties.
- Ability to travel as required.
- Ability to work independently in a remote environment.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work may be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Effort:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.

Cataloger (continued)

- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012
Revised June 2014
Revised April 2021
Revised September 2021
Revised February 2022



Illinois Heartland Library System

Job Description

Position Title: Metadata Cataloger/Cataloger 2

FLSA: Exempt

Location: All

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 7

Summary:

The Metadata Cataloger performs original and copy cataloging, as well as the creation of metadata for digital collections based on current standards, performs database maintenance, authority control, and provides training to Illinois libraries. This position also resolves cataloging and descriptive metadata problems and aids in the maintenance of the online catalog. As part of the Cataloging Maintenance Center team, the Metadata Cataloger provides advice, offers demonstrations, and provides information on best practices and current policies in cataloging. This is accomplished by keeping current on relevant programs and services that enhance the ability of library staff to provide quality information to patrons in an effective and efficient manner. This position is grant funded.

Essential Duties and responsibilities:

- Establish procedures for creation and maintenance of metadata for digital and nontraditional library collections.
- Work with other libraries, state agencies, and library systems to establish procedures for metadata creation.
- Maintain quality control on metadata for digital collections.
- Perform original (including complex) and copy cataloging of all formats of library materials to facilitate their identification, access, and use.
- Interpret and apply Library of Congress Subject Headings, Dewey Decimal and Library of Congress Classification Systems, Resource Description and Access (RDA), and OCLC's Bibliographic Formats and Standards in cataloging and classifying library materials.
- Interpret and apply Dublin Core principles in application of metadata to images and documents. Consult with libraries in order to resolve cataloging and database problems, report trends in bibliographic services, answer questions, transmit information, and discuss options for handling library materials.
- Develop and deliver training programs to Illinois library staff members and others, including training on more advanced concepts.
- Support funded digitization grant initiatives.

Metadata Cataloger (continued)

- Develop constructive and cooperative working relationships with internal staff, library staff, and other relevant community leaders.
- Keep records of inquiries, complaints, and comments, as well as actions taken for library staff.
- Provide accurate and timely information in a language and format that is easily understood by members and colleagues.
- Perform database maintenance for bibliographic and authority records.

Minimum Education and Experience:

- MLS degree from an ALA accredited library school with coursework in cataloging and metadata creation or equivalent work experience 2:1 or 12 years.
- Experience in creating metadata for digital and nontraditional library collections.
- Three (3) years of experience in original and copy cataloging and classification of all formats of library material using Dewey Decimal and Library of Congress (LC) classification schemes, LC subject headings, machine-readable cataloging (MARC) records, and Resource Description and Access or Anglo-American Cataloging Rules or an LTA degree and at least five years of experience in original and copy cataloging.
- Experience with computerized cataloging databases, with CONTENTdm experience preferred.

Licenses or Certifications Required: Valid driver's license or other certification to travel.

Knowledge, Skills, and Abilities Required:

- Good working knowledge of the principles and procedures of professional library work including methods, practices, and techniques of library cataloging and classification.
- Excellent knowledge of metadata creation.
- Excellent knowledge of computerized cataloging.
- Good working knowledge of CONTENTdm.
- Excellent knowledge of standard bibliographic sources, bibliographic form, and verification tools.
- Good knowledge of professional library theories, issues, and trends.
- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effectiveness.
- Good oral and written communications skills.
- Ability to establish and maintain effective working relationships with IHLS staff and staff from other libraries.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word and Excel.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period of time.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved December 2014
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: SHARE Administrative Assistant

FLSA: Non-exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 5

Summary:

The Administrative Assistant performs a variety of administrative and clerical duties for the SHARE consortium.

Essential Duties & Responsibilities:

- Compose committee meeting minutes, agendas, correspondence, documents, forms, and reports; and proof written materials as part of the IHLS Proofing Team.
- Support the SHARE Management Team by providing data entry and statistics maintenance in several locations, including Excel spreadsheets, online calendars, and a customer relationship manager (CRM).
- Assist in member communications, including routing calls for phone support.
- Support the development and implementation of meetings, trainings, and special events (including virtual meetings and events) by creating marketing materials and assuming responsibility for all logistics.
- Assist with the creation of PowerPoint presentations, Word documents, and Excel spreadsheets.
- Maintain membership and committee records, manage department files, and organize policies and procedures.
- Gather and compile statistics from a variety of source materials.
- Enter data for use in reports and/or analyses including graphs.
- Applies statistical formulas and software applications to compile and analyze data.
- Create weekly staff announcements.
- Coordinate member communications, including updates on the SHARE website, as needed.
- Assist with ordering for the department, in conjunction with the IHLS Finance Department.
- Assist with travel logistics for the department, in conjunction with the IHLS Finance Department.
- Executes additional administrative duties, as assigned.

Supervised by: SHARE Director

Supervises: None

Minimum Education and Experience:

- Associate degree in a related field or equivalent work experience 2:1 or 4 years in an administrative role.
- Three (3) years of experience in an administrative capacity.
- Extensive experience using Microsoft Word, Excel, SharePoint, email, and other electronic business applications.
- Experience using HTML, Zoom, and Teams preferred.

Licenses or Certifications Required:

Valid driver's license

Knowledge, Skills, and Abilities Required:

- Knowledge of administrative and clerical procedures such as managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of IHLS policies and procedures.
- Knowledge of how data and statistics can be utilized for projects, proposals, and communications.
- Ability to collect and organize data.
- Ability to establish & maintain effective working relationships with staff & member libraries.
- Ability to provide timely response to requests.
- Ability to be flexible, use time wisely, and perform duties in a professional manner.
- Knowledge of principles and processes for providing both internal and external customer service.
- Ability to work in an organization that embraces customer service.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards staff, member libraries, and job duties.
- Ability to use a personal computer and proficient use of Microsoft Office programs.
- Ability to work independently and prioritize work.

Working Conditions:

Work is usually performed in an office environment. Occasional evening and weekend work may be required, with occasional travel

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- This position requires both active and sedentary work. It requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.

- Occasionally requires the ability to exert up to 40 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects including but not limited to books, tubs, or bags of library materials.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus as well as clarity of vision at 20 or more feet. Must have the ability to distinguish colors.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012
Revised May 2014
Revised April 2021
Revised June 2022



Illinois Heartland Library System

Job Description

Position Title: **SHARE Administrative Services Manager**

FLSA: Exempt

Location: Any

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 10

Summary:

The SHARE Manager for Administrative Services is a proactive leader, responsible for coordinating the security of the SHARE database, the administrative module of the integrated library system (ILS) and troubleshooting in both. These responsibilities require working collaboratively with the SHARE staff and the IHLS IT Department to manage the automation program. The SHARE Manager for Administrative Services provides member customer service, coordinates training, and provides information on best practices in delivering integrated library services. The SHARE Administrative Services Manager participates in establishing goals and objectives for SHARE.

Essential Duties & Responsibilities:

- Manage SHARE Administrative Services Department.
- Establish and implement departmental goals, objectives, and procedures.
- Provide information to the SHARE Executive Council, acting as a liaison between members and the system.
- Evaluate services, staffing levels, and software needs to ensure a high level of service and support for the SHARE membership.
- Interpret SHARE membership needs and recommend procedural and policy changes related to Administrative Services to achieve best operational functionality of SHARE.
- Promote SHARE and its benefits to potential members; provide information to libraries interested in joining the SHARE organization.
- Hire, train, supervise and evaluate SHARE Administrative Services staff and interns.
- Work with the SHARE Director to develop an annual departmental budget and reports related to SHARE.
- Maintain an in-depth working knowledge of all aspects of the applications and operating software provided by the SHARE vendor, in particular those related to administrative settings in Polaris.
- Collaborate with the ILS vendor, IHLS IT Department, and others to restore service when

SHARE Administrative Services Manager (continued)

the ILS is down.

- Perform daily, weekly, monthly, and annual maintenance on the SHARE database.
- Utilize a multitude of communication of formats to provide problem solving support to libraries, especially in relation to SHARE connectivity and hardware/software issues.
- Suggest recommendations for software enhancements for ILS vendor.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Compile and distribute specialized reports for SHARE member libraries.
- Evaluate software upgrades, make setup changes required, and create documentation of changes for SHARE members.
- Coordinate the transition of new SHARE member libraries, establishing their unique requirements.

Supervised by: SHARE Director

Supervises: Administrative Service Specialist, Reporting Service Specialist, and Tech Support Specialist

Minimum Education and Experience:

- Bachelor's degree required. Business, computer science, or a related field preferred; MLIS and/or 3 years of library administrative experience highly preferred.
- Five years of experience working with library automation programs required.
- Demonstrated customer service experience.

Licenses or Certifications Required: Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent customer service skills.
- Excellent knowledge of how to troubleshoot software.
- Extensive knowledge of integrated library systems.
- Broad working knowledge of the principles and procedures of professional library work.
- Broad knowledge of integrated library systems and how data integrates between circulation, cataloging, and discovery.
- Good knowledge of business and management principles involved in strategic planning, human resources management, leadership techniques, and coordination of people and resources.
- Good knowledge of principles and methods for curriculum and training design, and teaching and instruction, and evaluation of individuals and groups.
- Broad knowledge of library philosophy and trends in the library field.
- Good knowledge of consensus building and group decision making.
- Excellent oral and written communication skills.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Ability to establish and maintain effective working relationships with staff, government representatives, and member libraries.
- Demonstrated critical thinking and problem-solving abilities.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and PowerPoint.

SHARE Administrative Services Manager (continued)

- Ability to be flexible, to use time wisely, and to perform duties in a professional manner.
- Ability and willingness to help others accomplish their objectives.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Evening and weekend work will be required, with occasional overnight travel. This position will also be on call after hours.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Effort:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Date

Employee Signature

Supervisor (Print Name)

Date

Supervisor Signature

**Approved June 2012
Revised July 2015
Revised April 2021**



Job Description

Position Title: **SHARE Administrative Services Specialist**

FLSA: Non-exempt

Location: Any

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Support Services

Salary Grade: 6

Summary:

The SHARE Administrative Services Specialist provides customer service to member libraries in their Polaris configurations and assists the SHARE Administrative Services Manager in the data entry of database setup and maintenance. The SHARE Administrative Services Specialist also assists the SHARE department with routine administrative tasks.

Essential Duties & Responsibilities, as assigned:

- Provide assistance to 400+ member libraries in all aspects of circulation using the integrated library software system, including, but not limited to, circulation settings, holds, new member library accounts, and notices.
- Run SHARE monthly reports as required.
- Under the direction of the SHARE Administration Services Manager perform data entry tasks on the administration configuration for SHARE libraries.
- Work with appropriate personnel at SHARE libraries to promote effective use of the automation system.
- Provide information on best practices of using the SHARE software.
- Perform circulation library account cleanup operations, as necessary.
- Customer Service queries via phone, email, and helpdesk ticketing system.
- Work with SHARE Manager for Administrative Services to ensure that account information is properly coded in the Polaris database for member libraries.
- Maintain library closing dates in the Polaris database.
- Setup Simply Report logins.
- Reset Polaris staff passwords.

Supervised by: SHARE Administrative Services Manager

Supervises: None

Minimum Education and Experience:

- Associates degree including computer courses or 3 years of experience working in

either in a database management, or integrated library databases, like Polaris.

Licenses or Certifications Required:

Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Knowledge of computer software including applications.
- Knowledge of automation operations in different types of libraries is desired.
- Good knowledge of office practices and procedures.
- Ability to provide close attention to detail and the ability to notice and act on anomalies or concerns related to maintenance of the SHARE software.
- Ability to work successfully with automated equipment.
- Ability to read and follow instructions of a somewhat technical nature found in the SHARE vendor's manuals and correspondence.
- Ability to listen attentively, ask questions as needed, and use sound judgement to provide assistance.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and Power Point.
- Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Ability to establish and maintain effective working relationships with other employees, department heads, public officials, and the general public.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Ability and willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude toward co-workers, member libraries, and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for regular telecommuting.

Physical Effort:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

**Approved July
2014 Revised April
2021**



Illinois Heartland Library System

Job Description

Position Title: Bibliographic Grant Manager

FLSA: Exempt

Location: All

Employee Type: Full-time

Pay Type: Salaried

Classification: Library Professional

Salary Grade: 10

Summary:

The Bibliographic Grant Manager is a proactive leader, responsible for coordinating the work of the Cataloging Maintenance Center (CMC) staff to facilitate the workflow and provide direction for the grant goals. Working in coordination with state library and system staff, provide cataloging and technical services training for libraries in Illinois.

Duties & Responsibilities:

- Manage the CMC grant program.
- Establish and implement CMC goals, objectives, and procedures.
- Evaluate services, staffing levels, and software needs to ensure a high level of service and support for the CMC grant program.
- Hire, train, supervise, and evaluate CMC staff and interns.
- Work with the SHARE Director to develop an annual departmental budget and reports related to CMC.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Supervise and trains CMC staff on cataloging and metadata.
- Coordinate the writing and management of the grant application, including quarterly and yearly reports.
- Maintain cataloging statistics to report to the Illinois State Library.
- Plan and provide statewide training, online or in person.
- Develop cataloging and technical services training programs and present programs at conferences, system programs, and as requested.
- Answer questions relating to cataloging and bibliographic services.
- Perform original and copy cataloging of all formats of library materials to facilitate their identification, access, and use.
- Interprets and applies relevant standards such as Library of Congress Subject Headings, Dewey Decimal and Library of Congress Classification Systems, , Resource Description and Access (RDA), and OCLC's Bibliographic Formats and Standards in cataloging and classifying library materials.

Bibliographic Grant Manager (continued)

- Provides accurate and timely information in a language and format that is easily understood by members and colleagues.

Supervised by: SHARE Director

Supervises: Catalogers 1-3, Metadata Cataloger

Minimum Education and Experience:

- MLS from an ALA-accredited library school.
- Five (5) years of experience in original cataloging and classification.
- Three years of library administrative or supervisory experience is preferred.

Licenses or Certifications Required: Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent knowledge of the principles and procedures of professional library work including methods, practices, techniques of library cataloging and classification.
- Knowledge of standard bibliographic sources, bibliographic forms and verification tools.
- Good knowledge of computerized cataloging, bibliographic records, and circulation system databases.
- Knowledge of professional library theories, issues, and trends.
- Knowledge of current library technologies, professional library publications, and the literature of librarianship.
- Ability to set goals and deadlines for staff.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of principles and processes for managing staff, including hiring and evaluation.
- Ability to work in an organization that embraces customer service.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to use a computer and Microsoft applications such as Word and Excel.
- Ability to establish and maintain effective working relationships with other staff, government representatives, and member libraries.
- Ability to be timely in responding to requests.
- Ability to perform detail-oriented tasks.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, writing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012
Revised July 2015
Revised October 2018
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: SHARE Bibliographic Services Manager

FLSA: Exempt

Location: Any

Employee Type: Full-time

Pay Type: Salaried

Classification: Library Professional

Salary Grade: 10

Summary:

The SHARE Bibliographic Services Manager is a proactive leader, responsible for coordinating the SHARE cataloging services and database standards on behalf of member libraries. These responsibilities require working collaboratively to manage the automation program. The SHARE Bibliographic Services Manager provides member customer service, coordinates member training, and prepares information on best practices in delivering integrated library services. The SHARE Bibliographic Services Manager participates in establishing goals and objectives for SHARE.

Duties & Responsibilities:

- Manage SHARE Bibliographic Services Department.
- Establish and implement departmental goals, objectives, and procedures.
- Provide information to the SHARE Executive Council, acting as a liaison between members and the system.
- Evaluate services, staffing levels, and software needs to ensure a high level of service and support for the SHARE membership.
- Interpret SHARE membership needs and recommend procedural and policy changes related to Bibliographic Services to achieve best operational functionality of SHARE.
- Promote SHARE and its benefits to potential members; provide information to libraries interested in joining SHARE.
- Hire, train, supervise, and evaluate SHARE Bibliographic Services staff and interns.
- Work with the SHARE Director to develop an annual departmental budget and reports related to SHARE.
- Maintain an in-depth working knowledge of all aspects of the applications and operating software provided by the SHARE vendor, in particular those related to cataloging, serials, acquisitions, authority control, indexing, and reports.
- Maintain the integrity of the integrated library system through authority control.
- Maintain cataloging statistics, including billing information to report to the IHLS Finance Department.
- Plan and coordinate training needs related to cataloging and technical services of IHLS SHARE staff and staff of SHARE member catalogers, maintaining data for required continuing education.

SHARE Bibliographic Service Manager (continued)

- Perform original and copy cataloging of all formats of library materials to facilitate their identification, access, and use.
- Interpret and apply relevant standards and guidelines, such as Library of Congress Subject Headings, Dewey Decimal Classification, Library of Congress Classification, OCLC's Bibliographic Formats and Standards, and Resource Description and Access (RDA) in cataloging and classifying library materials.
- Consult with members in order to resolve cataloging and database problems.
- Keep records of inquiries, complaints, and comments, as well as actions taken for members.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Demonstrate knowledge of metadata, including various software programs that organize such data, and assist other staff with it.
- Coordinate the transition of new SHARE member libraries, establishing their unique requirements.

Supervised by: SHARE Director

Supervises: Cataloging Supervisors

Minimum Education and Experience:

- MSLIS from an ALA accredited library school and five years of original cataloging experience.
- Experience cataloging in OCLC Connexion and Polaris highly preferred.
- Three years of library administrative experience is preferred.

Licenses or Certifications Required: Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent customer service skills.
- Excellent knowledge of standard bibliographic sources, bibliographic form, metadata, and verification tools.
- Broad working knowledge of the principles and procedures of professional library work including methods, practices, and techniques of library cataloging and classification.
- Broad knowledge of integrated library systems and how data integrates between circulation, cataloging, and discovery.
- Broad knowledge of library philosophy and trends in librarianship.
- Good knowledge of business and management principles involved in strategic planning, budgeting, human resources management, leadership techniques, and coordination of people and resources.
- Good knowledge of principles and methods for adult curriculum and training design, teaching and instruction, and evaluation for individuals and groups.
- Excellent oral and written communication skills.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Ability to establish and maintain effective working relationships with staff, governmental representatives, and member libraries.
- Ability to work well as part of a team, including consensus building and group decision making.

SHARE Bibliographic Service Manager (continued)

- Demonstrated critical thinking and problem-solving abilities.
- Ability to provide accurate and timely information in a language and format that is easily understood by members and colleagues.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and Power Point.
- Ability to be flexible, to use time wisely, and to perform duties in a professional manner.
- Ability and willingness to help others accomplish their objectives.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening, weekend, and on-call work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

**Approved June 2012
Revised July 2015
Revised April 2021**



Illinois Heartland Library System

Job Description

Position Title: Cataloger 3

FLSA: Exempt

Location: All

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 8

Summary: The Cataloger 3 performs original cataloging, database maintenance, authority control, and provides training and inventory support for libraries. This position also resolves cataloging problems and aids in database maintenance. The Cataloger provides advice, offers training or presentations, and provides information on best practices and up-to-date policies in cataloging. This is accomplished by keeping current on relevant programs and services that enhance the ability of library staff to provide quality information to patrons in an effective and efficient manner. Cataloger 3 will assist in the training of new member catalogers and new SHARE catalogers up to an advanced cataloging level. This position also identifies the need and provides direction regarding maintenance of the Integrated Library System (ILS) database to include changes to system configuration.

Essential Duties & Responsibilities:

- Performs original and complex cataloging of all formats of library materials to facilitate their identification, access, and use.
- Maintain the integrity of the bibliographic database to include adding, deleting, and editing bibliographic records, as well as authority control.
- Trains SHARE members on cataloging and updates to cataloging standards.
- Develop training programs to library staff and others, including training on more advanced concepts, classification systems, and the overall SHARE training program for new catalogers.
- Interpret and apply Library of Congress Subject Headings, Dewey Decimal and Library of Congress Classification Systems, Resource Description and Access (RDA), and OCLC's Bibliographic Formats and Standards in cataloging and classifying library materials.
- May be required to help hire, train, supervise, and evaluate SHARE Bibliographic Services staff and interns.
- Keep records of inquiries, complaints, and comments, as well as actions taken for library staff.
- Consult with libraries to resolve cataloging and database problems, report trends in bibliographic services, answer questions, transmit information, and discuss options for handling library materials.

Cataloging Supervisor (continued)

- Write and maintain cataloging policies and manuals, as well as maintain cataloging content on the IHLS (Illinois Heartland Library System) website.
- May prepare statistical reports.
- Develop constructive and cooperative working relationships with internal staff, staff from libraries, and other relevant community leaders.
- Keep records of inquiries, complaints, and comments, as well as actions taken for library staff.
- Provides accurate and timely information in a language and format that is easily understood by members and colleagues.

Supervised by: SHARE Bibliographic Services Manager

Supervises: None

Minimum Education and Experience:

- MLS from an ALA-accredited library school or 2:1 work experience, 12 years
- Five years professional experience in original cataloging.
- Five years' experience in original cataloging experience.
- Experience cataloging in OCLC (Online Computer Library Center), Connexion, and Polaris highly preferred.

Licenses or Certifications Required: Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent knowledge of the principles and procedures of professional library work including methods, practices, techniques of library cataloging and classification.
- Extensive knowledge of standard bibliographic sources, bibliographic forms and verification tools.
- Good knowledge of computerized cataloging, bibliographic and circulation system databases.
- Knowledge of professional library theories, issues, and trends.
- Knowledge of current library technologies.
- Knowledge of principles and methods for curriculum and training design, teaching, and evaluation for individuals and groups.
- Knowledge of business and management principles involved in planning, resource allocation, human resource functions, leadership technique, production methods, and the coordination of people and resources.
- Ability to set goals and deadlines for staff.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to use a computer and Microsoft applications such as Word and Excel.
- Ability to establish and maintain effective working relationships with other staff, government representatives, and member libraries.

Cataloging Supervisor (continued)

- Ability to be timely in responding to requests.
- Ability to perform detail-oriented tasks.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Effort:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, writing, and talking.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012
Revised June 2014
Revised April 2021
Revised February 2022



Job Description

Position Title: Cataloging Assistant

FLSA: Non-exempt

Location: All

Employee Type: Full-time or Part-time

Pay Type: Salaried

Fiscal Classification: Support Services

Salary Grade: 4

Summary:

The Cataloging Assistant performs original and copy cataloging based on current standards, performs database maintenance and authority control, and assists in training. The Cataloging Assistant provides inventory support for new SHARE members and assists in resolving cataloging problems and maintaining the online catalog.

Essential Duties & Responsibilities:

- Perform original and copy cataloging for LLSAP members of limited formats of library materials.
- Interpret and apply Library of Congress subject headings, Dewey Decimal and Library of Congress Classification Systems, AACR2, RDA, and OCLC manuals in cataloging and classifying library materials.
- Maintain authority records and perform needed authority work in the database.
- Assist in providing training and inventory support to new SHARE members.
- Provides accurate and timely information in a language and format that is easily understood by members and colleagues.

Supervised by Cataloging Supervisor

Supervises: None

Minimum Education and Experience:

- Library Technical Assistant degree, applicable certification, or successful completion of cataloging class or equivalent experience.
- At least two years of experience in copy cataloging and classification of library material.
- Experience with computerized cataloging databases

Licenses or Certifications Required: Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

Share Cataloging Assistant (continued)

- Knowledge of the principles and procedures of professional library work including methods, practices, and techniques of library original and copy cataloging and classification.
- Knowledge of computerized cataloging, bibliographic and circulation system databases.
- Knowledge of standard bibliographic sources, bibliographic form and verification tools.
- Some knowledge of professional library theories, issues, and trends.
- Some knowledge of principles and methods for teaching and instructing individuals and groups.
- Good written and oral communications skills.
- Ability to establish and maintain effective working relationships with other IHLS employees and staff from libraries.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word and Excel.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries and job duties.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Share Cataloging Assistant (continued)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2012
Revised June 2014
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: SHARE Circulation Specialist

FLSA: Exempt

Location: Any

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 7

Summary:

- The SHARE Circulation Specialist provides training and support related to circulation and resource sharing, including e-resources. This position supports the maintenance of an effective database through ongoing support and education on the importance of data accuracy, error reduction and correction, and overall compliance with SHARE policies and procedures. The SHARE Circulation Specialist provides much needed communications to members, either through written communications, training sessions, or via phone, email, and help desk tickets.

Essential Duties & Responsibilities, as assigned:

- Provide group training to staff from SHARE member libraries on the use of the various integrated library system (ILS) functions, including but not limited to circulation, statistical reports, homebound, inventory, off-line circulation, and interlibrary loan.
- Incorporate Windows-based skills in the curriculum to provide the membership with a solid foundation for computer learning.
- Provide new SHARE members training as they automate their collections with a focus on adding patrons before the go live date.
- Assist the SHARE membership by providing individual training via email, phone, on-site visits and through established documentation, as the need arises.
- Keep up to date on relevant library automation programs and services that enhance the ability of library staff to provide quality information to patrons.
- Review SHARE policies and procedures; include SHARE policies training as they relate to implementation and best practices.
- In conjunction with the SHARE Administrative Services Manager, evaluate delivered training and make adjustments as needed.
- Enter and maintain interlibrary loan patron records in the SHARE ILS platform.
- Answer inquiries from members on interlibrary loan and reciprocal borrowing based on the ILLINET Interlibrary Loan Code, the IHLS Resource Sharing Plan, and the SHARE Conflict Resolution for Circulation Violation Policy.
- Participate on appropriate SHARE committees as an ex officio member.
- Develop additional broad-based training on new library technology trends and innovative uses of library automation products.

SHARE Circulation and Resource Sharing Specialist (continued)

- Provide support to member libraries in all aspects of circulation using the ILS, including, but not limited to, circulation settings, reports, holds, new member library accounts, notices, rotating collections, outreach, and inventory.
- Provide program information and marketing materials to member libraries through a variety of communication tools, such as the SHARE website, email distribution lists, and newsletters.

Supervised by: Administrative Services Manager

Supervises: None

Minimum Education and Experience:

- Bachelor's degree in degree in education, communications, or related field; Master of Library Science or Master of Library and Information Science preferred.
- The applicant must possess experience providing training on integrated library systems, an understanding of automation operations in different types of libraries.
- Three years' experience providing customer service in a library environment that utilizes an automated system.

Licenses or Certifications Required:

Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent knowledge of adult learning styles, methods of curriculum and training design (including virtual training), teaching and instruction for individuals and groups.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and PowerPoint.
- Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Ability to establish and maintain effective working relationships with other employees, department heads, public officials, and the general public.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely, and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude toward co-workers, member libraries, and job duties.
- Understanding of automation operations in different types of libraries is desired.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
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- Must be able to concentrate on detailed information over an extended period of time.
- Prolonged use of a computer with continuous sitting.

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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2015
Revised April 2021
Revised June 2022



Illinois Heartland Library System

Job Description

Position Title: SHARE Director

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Library Professional

Salary Grade: 12

Summary:

The SHARE Director is responsible for coordinating the SHARE department and providing quality service to member libraries. This position works collaboratively and continually confers with SHARE Managers in the administration of the automation program. Maintains excellent communication with SHARE member leaders through the SHARE Executive Council. Provides information on the best practices in delivering integrated library services and encouraging new memberships.

Duties & Responsibilities:

- Direct SHARE managers and oversee SHARE department.
- The Director is part of the Leadership Team which participates in establishing strategic directions as well as goals and objectives for IHLS.
- Develop and monitor processes to ensure accurate statistical and empirical data.
- Oversee the development and monitoring of budgets for grant funded programs and projects.
- Review financial information, activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and/or program improvement.
- Communicate information to the SHARE membership; act as liaison between the SHARE Members, SHARE Executive Council, and IHLS to ensure a high level of service and support for the SHARE program.
- Interpret SHARE membership needs and recommend policy and policy changes related to best operational functionality of SHARE.
- Market SHARE and the services it offers to potential members; provide cost and promotional information to libraries interested in joining SHARE.
- Hire, train, supervise, and evaluate SHARE Managers.
- Seek out, apply for, and administer grants that benefit SHARE members.
- Prepare budget, strategic plans, and reports related to SHARE.
- Evaluate policies of the SHARE governance and include those policies in training as they relate to implementation and best practices.
- Assist the SHARE Managers in working with the SHARE vendor and others to restore service when ILS, (integrated library system) SHARE is down.

SHARE Director (continued)

- Establish and implement departmental goals, objectives, and procedures.
- Provide monthly and annual reports to the IHLS Executive Director and member libraries.

Supervised by: Associate Director

Supervises: SHARE Managers

Minimum Education and Experience:

- MLIS from an accredited university.
- 3 years of management experience in the library system or 12 years total library related experience
- Five 5 years' experience working with library automation programs.

Licenses or Certifications Required:

Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent customer service skills.
- Good knowledge of business and management principles involved in strategic planning, budgeting, human resources management, leadership techniques, and coordination of people and resources.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to monitor and assess performance of self, other individuals, and working teams to make improvements or take corrective action.
- Good knowledge of grant and proposal writing.
- Experience negotiating and administering vendor contracts.
- Extensive knowledge of integrated library systems.
- Broad knowledge of trends in library philosophy and library databases.
- Good knowledge of consensus building and group decision making.
- Ability to analyze internal processes and recommend and implement procedural changes to improve operations.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and PowerPoint.
- Ability to consider the relative costs and benefits of potential actions to choose the most appropriate one.
- Good oral and written communications skills.
- Ability to establish and maintain effective working relationships with staff, government representatives, potential funders, vendors, and member libraries.
- Ability to be flexible, to use time wisely, and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude towards co-workers, member libraries, and job duties.

- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. This position may need to be available after hours and weekends. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate of detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved 2013
Revised September 2014
Revised May 2017
Revised October 2019
Revised April 2021
Revised September 2021



Illinois Heartland Library System

Job Description

Position Title: SHARE Reporting Services Specialist

FLSA: Nonexempt

Location: All

Employee Type: Part-time

Pay Type: Salaried

Fiscal Classification: Support Services

Salary Grade: 6

Summary:

The Reporting Services Specialist is the primary point person for Polaris reports.

Essential Duties & Responsibilities, as assigned:

- Provide information on Polaris canned reports as requested by 400+ member libraries.
- Provide support on Simply Reports as requested by member libraries.
- Create customized reports as requested.
- Delete reports as requested from SQL Server Reporting Services.
- Create and edit reports in Report Builder.
- Provide information and setup for patron purge requests.
- Answer troubleshooting queries via phone, email, or other means of communication.
- Strive for continuous improvement in delivery of SHARE reports.

Supervised by: SHARE Administrative Services Manager

Supervises: None

Minimum Education and Experience:

- Associates degree including computer courses or 3 years of experience working in either in a computer software help desk environment, database management, or integrated library databases, like Polaris.

Licenses or Certifications Required:

Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent customer service skills.
- Knowledge of computer software, including applications and programming.
- Ability to provide close attention to detail and the ability to notice and act on anomalies or concerns related to maintenance of the SHARE software.
- Ability to work successfully with automated equipment.
- Ability to read and follow instructions of a somewhat technical nature found in the SHARE vendor's manuals and correspondence.
- Good knowledge of office practices and procedures.

- Ability to listen attentively, ask questions as needed, and use sound judgement to provide assistance. Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and Power Point.
- Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Ability to establish and maintain effective working relationships with other employees, department heads, public officials, and the general public.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude toward co-workers, member libraries and job duties.
- Understanding of automation operations in different types of libraries is desired.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
- Must be able to concentrate on detailed information over an extended period.
- Prolonged use of a computer with continuous sitting.

This job description is not intended to imply that the duties identified above are the only duties to be performed by employee(s) in this position. Employees may be required to perform other job duties as requested, subject to applicable state and federal laws. This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved July 2014
Revised April 2021



Illinois Heartland Library System

Job Description

Position Title: SHARE Resource Sharing Specialist

FLSA: Exempt

Location: Any

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 7

Summary:

The SHARE Resource Sharing Specialist provides training and support related to resource sharing programs, including e-resources. This position coordinates collection development and training and provides ongoing member support with resource sharing platforms. The SHARE Resource Sharing Specialist provides much needed communications to members, either through written communications, training sessions, or via phone, email, and help desk tickets.

Essential Duties & Responsibilities, as assigned:

- Provide group and individual training to staff from SHARE member libraries, including training on e-resources platforms, the integrated library system (ILS), and other software or programs.
- Identify problems and solutions in the software as well as policy issues for the SHARE e-resources program.
- Provide SHARE members training as they add consortial e-resources to their collections.
- Assist the SHARE membership by providing individual training via email, phone, on-site visits and through established documentation, as the need arises.
- Keep up to date on relevant library automation programs, services, and emerging technologies.
- Review policies of the SHARE resource sharing programs and include those policies in training as they relate to implementation and best practices.
- In conjunction with the SHARE Administrative Services Manager, evaluate delivered training and make adjustments as needed.
- Answer inquiries and provide technical support for members for e-resources and resource sharing programs.
- Participate on appropriate SHARE committees as an ex officio member.
- Track library participation and maintain statistics on resource sharing programs offered through SHARE.
- Communicate with e-resource vendors on behalf of the SHARE membership.
- Assist SHARE Director and IHLS Finance department with billing for consortial group purchases.
- Coordinate and assist with collection development for consortial e-resources and resource sharing programs.

SHARE Circulation and Resource Sharing Specialist (continued)

- Provide program information and marketing materials to member libraries through a variety of communication tools, such as the SHARE website, email distribution lists, and newsletters.

Supervised by: Administrative Services Manager

Supervises: None

Minimum Education and Experience:

- Bachelor's degree in degree in education, communications, or related field; Master of Library Science or Master of Library and Information Science preferred.
- The applicant must possess experience providing training on integrated library systems and e-resources platforms and have an understanding of databases in different types of libraries.
- Three years' experience providing customer service in a library environment.

Licenses or Certifications Required:

Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent knowledge of adult learning styles, methods of curriculum and training design (including virtual training), teaching and instruction for individuals and groups.
- Knowledge of principles and processes for providing customer service including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and Power Point.
- Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Ability to establish and maintain effective working relationships with other employees, department heads, vendors, and the general public.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude toward co-workers, member libraries, and job duties.
- Understanding of automation operations and e-resources platforms in different types of libraries.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

SHARE Circulation and Resource Sharing Specialist (continued)

- Primarily sedentary work, but also requires standing, walking, stooping or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- Clarity of vision at 20 inches or less with the ability to adjust the eye to bring objects into sharp focus, clarity of vision at 20 or more feet, and the ability to distinguish colors.
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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved June 2015

Revised April 2021

Revised June 2022



Illinois Heartland Library System

Job Description

Position Title: SHARE Technical Support Specialist

FLSA: Non-exempt

Location: All

Employee Type: Full-time

Pay Type: Hourly

Fiscal Classification: Support Services

Salary Grade: 5

Summary:

The Tech Support Specialist is the primary point person for SHARE technical support inquiries.

Essential Duties & Responsibilities, as assigned:

- Act as Helpdesk coordinator to assign tickets and other tasks in a timely manner.
- Answer troubleshooting queries via helpdesk, phone, email, IM or other means of communication dealing with connectivity and speed.
- Provide information on best practices of using the SHARE software.
- Work with the SHARE staff to resolve issues in the event of SHARE interruption of service or failure.
- Manage the Large Print and LOVE rotating collections.
- Perform database cleanup operations, as necessary.
- As a member of the Operator Group, route phone and email messages to appropriate staff in a timely manner.

Supervised by: SHARE Administrative Services Manager

Supervises: None

Minimum Education and Experience:

- Associates degree including computer courses or 3 years of experience working in either in a computer software help desk environment, database management, or integrated library databases, like Polaris.

Licenses or Certifications Required:

Valid driver's license or ability to travel.

Knowledge, Skills, and Abilities Required:

- Excellent customer service skills.
- Knowledge of computer software, including applications and programming.
- Ability to provide close attention to detail and the ability to notice and act on anomalies or concerns related to maintenance of the SHARE software.
- Ability to work successfully with automated equipment.
- Ability to read and follow instructions of a somewhat technical nature found in the

SHARE vendor's manuals and correspondence.

- Good knowledge of office practices and procedures.
- Ability to listen attentively, ask questions as needed, and use sound judgement to provide assistance.
- Knowledge of principles and process for providing customer service including customer needs assessment, meeting quality standards.
- Ability to work in an organization that embraces customer service.
- Ability to use a computer and Microsoft applications such as Word, Excel, and Power Point.
- Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Ability to establish and maintain effective working relationships with other employees, department heads, public officials, and the general public.
- Ability to be timely in responding to requests.
- Ability to be flexible, to use time wisely and to perform duties in a professional manner.
- Willingness to help others accomplish their objectives.
- Ability to demonstrate a positive attitude toward co-workers, member libraries and job duties.
- Understanding of automation operations in different types of libraries is desired.
- Ability to travel as required.

Working Conditions:

Work is usually performed in an office environment. Some evening and weekend work will be required, with occasional overnight travel.

Telecommuting:

This position allows for occasional and regular telecommuting.

Physical Requirements:

- Primarily sedentary work, but also requires standing, walking, stooping, or crouching, kneeling, crawling, reaching, pushing, grasping, lifting, feeling, hearing, and talking.
- Requires the ability to exert up to 20 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
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Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date

Approved July 2014
Revised April 2021