



Illinois Heartland Library System

Position Description

Position Title: SHARE Circulation & Resource Sharing Specialist

FLSA: Exempt

Location: Edwardsville

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 8

Summary:

IHLS SHARE Circulation & Resource Sharing Specialist provides training related to circulation and resource sharing, windows-based skills, IHLS and SHARE policy, and best practices for effective workflow to support IHLS members. This position coordinates and provides support to others to assist in maintaining an effective and efficient SHARE platform and assists member libraries to find, obtain, and use appropriate resources for their patrons.

Essential Duties & Responsibilities, as assigned:

- Develop curriculum and documentation and provide group training to staff from SHARE member libraries on the use of the various automation software products including but not limited to circulation, statistical reports, homebound, inventory, off-line circulation, interlibrary loan, and SHARE delivery best practices.
- Develop curriculum and documentation and provide trainings for third-party software products such as downloadable media.
- 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.
- Identify problems and solutions in the software as well as policy issues across the modules of the SHARE integrated library software.
- Assist the SHARE membership by providing individual training via email, phone, on-site visits and through established documentation, as the need arises.
- Research for the SHARE membership different solutions for providing library services.
- Keep up-to-date on relevant library automation programs and services that enhance the ability of library staff to provide quality information to patrons.
- Evaluate policies of the SHARE governance and include those policies in training as they relate to implementation and best practices.
- Evaluate delivered training.
- Coordinate and advertise the class schedules.

SHARE Circulation and Resource Sharing Specialist (continued)

- Enter and maintain interlibrary loan patron records in the SHARE ILS platform.
- Answers inquiries from members on interlibrary loan and reciprocal borrowing based on the IHLS and SHARE Resource Sharing Plan and Policy.
- Participate on appropriate SHARE committees, as an ex officio member.
- Track library participation and maintain statistics on eResources offered through SHARE.
- Negotiate with eResource vendors on behalf of the SHARE membership and ensure contractual obligations are met.
- Assist SHARE Director and IHLS Finance department with billing for consortium eResources.
- Coordinate and assist with collection development for consortium eResources.
- Develop additional broad-based training on new library technology trends and innovative uses of library automation products.
- Provide assistance to member libraries in all aspects of circulation using the integrated library software system, including, but not limited to, circulation settings, reports, holds, new member library accounts, notices, rotating collections, outreach, and inventory.
- Provide assistance with disseminating information to member libraries through a variety of communication tools, such as electronic newsletters, forums, videos, and so on.

Supervised by: SHARE Director/Manager

Supervises: None

Minimum Education and Experience:

- Bachelor's degree in an appropriate field.
- 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 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 Effort: SHARE Circulation Specialist

- 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.
- Ability to effectively use a computer.

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, 2015