



Illinois Heartland Library System

Position Title: SHARE Manager for Administrative Services

FLSA: Exempt

Location: Carbondale

Employee Type: Full-time

Pay Type: Salaried

Fiscal Classification: Other Professional

Salary Grade: 10

Summary:

The SHARE Manager for Administrative Services is responsible for proactive leadership in coordinating SHARE security and administrative module and troubleshooting. This position also develops the fee formula and budget for SHARE. These responsibilities require working collaboratively and constantly conferring with other SHARE Managers in the administration of the automation program. Proffers advice, offers demonstrations, and provides information on best practices in delivering integrated library services.

Essential Duties & Responsibilities:

- Manages SHARE Administrative Services.
- Establish and implement departmental goals, objectives, and procedures.
- Provide continuing information to the SHARE Governing/Advisory Board, liaison between Users Group and the system.
- Evaluate services, staffing levels, software needs, and all things related to the SHARE Administrative Services to ensure a high level of service and support for the SHARE.
- Interpret SHARE membership needs and recommend policy and policy changes related to Administrative Services to achieve best operational functionality of the SHARE.
- Market the SHARE and its benefits to potential members; provide cost and other information to libraries interested in joining the SHARE.
- Hire, train, supervise and evaluate SHARE Administrative Services staff and interns.
- Maintain an in-depth working knowledge of all aspects of the applications and operating software provided by the SHARE vendor.
- Work with the ILS vendor and others to restore service when the ILS is down.
- Perform daily/weekly/monthly maintenance on SHARE database.
- Provide phone support to libraries concerning SHARE connectivity and hardware/software issues.
- 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.
- Provide monthly statistics to the Executive Director and member libraries.
- Compiles and distributes specialized reports for SHARE member libraries.

SHARE Manager for Administrative Services (continued)

- Identify, plan and coordinate training related to circulation and public services for SHARE.

Supervised by: SHARE Director

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

Minimum Education and Experience:

- Bachelor's degree in business, computer science or a related field; MLIS and 3 years of library administrative experience preferred.
- Five (5)years of experience working with library automation programs.

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

Knowledge, Skills, and Abilities Required:

- Broad experience in development and administration of budgets and understanding budgeting principles.
- Experience in creation of costing models for non-profit services.
- Extensive experience in customer service, particularly in troubleshooting software.
- Good knowledge of business and management principles involved in strategic planning, human resources management, leadership techniques and coordination of people and resources
- Knowledge of principles and methods for curriculum and training design, and teaching and instruction, and evaluation of individuals and groups
- 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 combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Knowledge of principles and procedures for personnel recruitment, selection, training,
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to consider the relative costs and benefits of potential actions to choose the most appropriate one
- Knowledge of grant administration.
- Good oral and written communications skills
- Ability to establish and maintain effective working relationships with staff, government representatives, and member libraries.
- 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 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 of time.
- Ability to 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 2012
Revised July 2015**