(PD-714) Resource Sharing Specialist

**POSITION INFORMATION**

<table>
<thead>
<tr>
<th>Internal Team:*</th>
<th>SL-Library-Information Resources-123700</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Library Services Spec II</td>
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<tr>
<td>Job No: 2887</td>
<td></td>
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<tr>
<td>Position Number:</td>
<td>Library Services Spec II</td>
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<tr>
<td>Position no: SL-00009347</td>
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<tr>
<td>CSU Working Title:*</td>
<td>Resource Sharing Specialist</td>
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<tr>
<td>Salary Range/Grade:</td>
<td>2887-RANGE A-Grade-1</td>
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<tr>
<td>Minimum $ 3,101.00</td>
<td></td>
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<tr>
<td>Maximum $ 5,983.00</td>
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<tr>
<td>Reports To:</td>
<td>Dir, Collected Strat &amp; Discovery</td>
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<tr>
<td>Campus:*</td>
<td>San Luis Obispo</td>
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<tr>
<td>Division:*</td>
<td>Academic Affairs-Provost</td>
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<tr>
<td>College/Program:*</td>
<td>Academic Programs &amp; Planning</td>
</tr>
<tr>
<td>Department:*</td>
<td>Library-Information Resources - 123700</td>
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<tr>
<td>FLSA Status:*</td>
<td>Non-Exempt</td>
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<tr>
<td>Job Summary/Basic Function:*</td>
<td>Information Resources &amp; Resource Sharing (IR&amp;S) comprises the collection development, acquisition, electronic resource management, document delivery and resource sharing functions of the Library. Under general supervision of the Director of Collections Strategy &amp; Discovery this position contributes to the fulfillment of the resource sharing services functions of this unit, as well as contributing to the overall services and programs of IR&amp;S and the library. Primary activities of this position include handling borrowing and lending requests for library materials from patrons; retrieving, processing and troubleshooting requests through various databases, joint resource sharing systems and cooperative efforts with other libraries; verifying eligibility of requests; and verifying bibliographic information and conducting bibliographic searches related to requests. This position also supports Collection Management activities including bibliographic searching, verification, and editing; and supporting catalog record maintenance activities. At the Library Services Specialist II level, incumbents at this level work independently to perform tasks in a specified functional area within a library unit. Work requires them to become proficient in aspects, methods, and procedures associated with their assigned functional area, including the ability to use judgment in interpreting policies and solving problems, and a general knowledge of overall library activities, policies and procedures. Incumbents also may be responsible for coordinating work of student workers assigned to the area and may participate in hiring, training, evaluating and payroll processing of student workers.</td>
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<tr>
<td>Minimum Qualifications:*</td>
<td>High school education or equivalent certification plus two to three years of related library and/or clerical experience or an equivalent combination of experience and education.</td>
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</table>
Required Qualifications:

- Ability to perform technical aspects of work assignments including the ability to interpret, communicate and apply Information Resources & Resource Sharing policies and procedures and applicable work methods.

- General knowledge of library collection organization and classification scheme and ability to interpret bibliographic records.

- Ability to interpret Information Resources & Resource Sharing policies and procedures and apply them accurately in performing work functions, as well as the ability to evaluate procedures and recommend changes.

- Working knowledge of or ability to quickly learn institution's and library's policies and practices associated with the ethical use of and access to library and on-line resources.

- Basic knowledge and understanding of national standards and guidelines pertaining to libraries, including working knowledge of or ability to quickly learn standards pertaining to copyright and intellectual property protection, and the ability to source and apply such policies and standards to avoid potential violations.

- Demonstrated ability to learn and use automated library system(s) and subsystem(s) pertaining to Information Resources & Resource Sharing.

- Ability to fully utilize standard and non-standard features of various on-line resources and standard desktop software packages, such as word processing and spreadsheets, to perform technical work or assist patrons.

- Demonstrated problem solving and research skills to address standard and non-standard work problems.

- Demonstrated ability to compile and present information in an organized manner.

- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism including excellent communication and interpretive skills to be able to assist in resolving patron problems and complaints, assess patron information needs, and orient and guide patrons in use of library resources.

- Ability to perform arithmetic operations to track and monitor vendor accounts and budget allocations.

- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.

- Demonstrated ability to maintain a high degree of confidentiality.

- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

- Thorough knowledge of English grammar, spelling and punctuation.

- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.

- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

- Prior library experience including working in an academic library's Resource Sharing or InterLibrary Loan department.

- Experience with Resource Sharing systems (ILLiad, RAPID-ILL or ALMA and Primo discovery library management systems.)

Preferred Qualifications:
Resource Sharing Specialist - PageUp People

**Special Conditions:**

Must be able to work in an environment typical of academic libraries, including (select relevant) exposure to dust from books and materials, variable indoor temperatures and ventilation, regular contact with the public, interruptions in a fast-paced environment, and/or moderate levels of noise.

Must be able to work in an area where there is frequent traffic, noise, and interruption.

Must be able to handle large, heavy books and materials, and maneuver fully loaded book trucks safely.

In order to provide materials requested by patrons, must be able to retrieve items from library shelves.

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Must be able to successfully pass a pre-employment background/fingerprint check.

This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

**License / Certification:**

None

**Mandated Reporter:**

Limited - The person holding this position is considered a limited mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

**NCAA:**

○ Yes  ○ No

**Conflict of Interest:**

None

**Supervises Employees:**

○ Yes  ○ No

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**Job Duties**

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**JOB DUTIES**

<table>
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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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https://admin.dc4.pageuppeople.com/v5.3/provider/manageUsers/control.asp?sData=UFUMjMr-0wsxVSpMmyCht-z76AY_mrNXaCnLCC8NMgjMLN8...
RESOURCE SHARING SUPPORT

Search appropriate online databases and catalogs to fulfill requests for materials in physical and electronic formats. Search bibliographic resources and online resources for free content to fill requests.

Verify, process, order and complete physical and electronic material requests using the appropriate systems: integrated interlibrary loan system, consortium systems, online resources, document delivery services, publishers, or authors via standard and non-standard request methods (e.g. emailed or faxed requests). Process incoming materials, verifying that correct materials were received.

Work with publishers, vendors and lending libraries to resolve electronic delivery problems. Return unwanted, incorrect and patron returned materials.

Provide a high level of customer service including communicating with users regarding library and university policy and procedures, the availability of materials, and in order to complete requests including requesting additional information required, unavailable items, overdue items, or requested material Cal Poly owns.

Correspond with consortia libraries regarding issues, problems and policies.

Perform bibliographic searching, verification and editing in online systems (OCLC, library online catalog) to support collection management projects.

Record, track, monitor, request, and process financial expenditures including invoices, credit card purchases, copyright payments, courier, and supply invoices. Download, track, verify, and report charges and credits from the monthly Interlibrary Fee Management reports. Invoice for items lent outside the IFM system.

Assist with statistical reporting for Resource Sharing unit.

Maintain and update unit records such as master form files, invoices, address book entries, reciprocal agreements as needed.

Support resource lending operations as needed including verifying and determining local ownership of requested materials, requesting materials from storage, and cancelling requests the library cannot fill.

Prepare materials for shipment and delivery via the appropriate delivery method (i.e. consortium courier, national courier, U.S. mail, scanning for e-mail, etc.).

Support Information Resources operations (collection management duties) as needed.

Assist with hiring, training, and supervision of student assistants on unit tasks, policies, and procedures.

COLLECTION MANAGEMENT

Perform bibliographic searching, verification and editing in online systems (OCLC, library online catalog) to support collection management projects.

Perform routine operations using library software (library online catalog, OCLC) to support catalog record maintenance activities.

Perform other job-related duties and special projects as assigned.

Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

SELECTION CRITERIA

There are no items to show
POSTING DETAILS

Advertising Summary:
Cal Poly is seeking an enthusiastic, customer service oriented team player to support the resource sharing functions of the Information Resources and Resource Sharing department at the Robert E. Kennedy Library, Cal Poly San Luis Obispo.

Advertisement text:

CAL POLY

Job Summary

Information Resources & Resource Sharing (IR&RS) comprises the collection development, acquisitions, electronic resource management, document delivery and resource sharing functions of the Library. Under general supervision of the Director of Collections Strategy & Discovery this position contributes to the fulfillment of the resource sharing services functions of this unit, as well as contributing to the overall services and programs of IR&RS and the library. Primary activities of this position include handling borrowing and lending requests for library materials from patrons; retrieving, processing and troubleshooting requests through various databases, joint resource sharing systems and cooperative efforts with other libraries; verifying eligibility of requests; and verifying bibliographic information and conducting bibliographic searches related to requests. This position also supports Collection Management activities including bibliographic searching, verification, and editing; and supporting catalog record maintenance activities.

At the Library Services Specialist II level, incumbents at this level work independently to perform tasks in a specified functional area within a library unit. Work requires them to become proficient in aspects, methods, and procedures associated with their assigned functional area, including the ability to use judgment in interpreting policies and solving problems, and a general knowledge of overall library activities, policies and procedures. Incumbents also may be responsible for coordinating work of student workers assigned to the area and may participate in hiring, training, evaluating and payroll processing of student workers.

Department Summary

The Robert E. Kennedy Library is nationally recognized for its distinction in engaging the students and faculty of the Cal Poly university community. While integrating traditional library resources and services with digital tools and platforms, the library continuously experiments to adapt its services, programs, and spaces to meet the evolving academic programs, research interests, and needs of the university community. Annual visits exceed 1.5 million.

Key Qualifications

- General knowledge of library collection organization and classification scheme and ability to interpret bibliographic records.
- Working knowledge of or ability to quickly learn institution's and library's policies and practices associated with the ethical use of, and access to, library and on-line resources.
- Basic knowledge and understanding of national standards and guidelines pertaining to libraries, including working knowledge of, or ability to quickly learn, standards pertaining to copyright and intellectual property protection, and the ability to source and apply such policies and standards to avoid potential violations.
- Demonstrated ability to learn and use automated library system(s) and subsystem(s) pertaining to Information Resources & Resource Sharing.

Education and Experience

High School or Equivalent certification plus two to three years of related library and/or clerical experience or an equivalent combination of experience and education.

Salary

Cal Poly

Known for its Learn by Doing pedagogy, Cal Poly is the flagship of the world-renowned California State University system. Annually recognized as one of the top public universities in the nation, Cal Poly continues to offer an academic curriculum based on learned experience gained through real-world practice. Located in San Luis Obispo, Cal Poly is nestled comfortably among the coastal foothills, minutes from the Pacific Ocean and equidistant to the Bay Area and Los Angeles.

Cal Poly offers a best-in-class benefits program, including health, dental and vision insurance, retirement participation in the Public Employees' Retirement System, and educational benefits for eligible employees. See our benefits website for additional information.
Diversity Statement

At Cal Poly, we believe that cultivating an environment that embraces and promotes diversity is fundamental to the success of our students, our employees and our community. Bringing people together from different backgrounds, experiences and value systems fosters the innovative and creative thinking that exemplifies Cal Poly's values of free inquiry, cultural and intellectual diversity, mutual respect, civic engagement, and social and environmental responsibility.

Cal Poly's commitment to diversity informs our efforts in recruitment, hiring and retention. California Poly is an affirmative action/equal opportunity employer.

Supplemental Information

Following a conditional offer of employment, a background check (including a criminal records check) must be completed satisfactorily before any candidate may start work with Cal Poly. Failure to satisfactorily complete the background check may result in the withdrawal of the offer of employment.

Current employees who are offered positions on campus will be required to undergo a background check for any position where a background check is required by law or that Cal Poly has designated as sensitive.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

This position may be "Designated" under California State University’s Conflict of Interest Code. This would require the filing of a Statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every 2 years thereafter.

Cal Poly, San Luis Obispo is not a sponsoring agency for staff positions (i.e. H1-B visas).

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<thead>
<tr>
<th>USERS AND APPROVALS</th>
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<tbody>
<tr>
<td><strong>Hiring Administrator:</strong> Adriana Popescu</td>
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<tr>
<td><strong>Approval process:</strong> SL - Staff - New PD - Edits</td>
</tr>
<tr>
<td>1. Appropriate Administrator: Timothy Strawn ✓ Approved Sep 5, 2019</td>
</tr>
<tr>
<td>2. Human Resources: Quinn Tanner ✓ Approved Sep 5, 2019</td>
</tr>
<tr>
<td>3. Dean (Academic) or Department Head (Non-Academic): Adriana Popescu ✓ Approved Sep 8, 2019</td>
</tr>
<tr>
<td><strong>HR/Faculty Affairs Representative:</strong> Samson Blackwell</td>
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</tbody>
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