The Ohio Library and Information Network

POSITION POSTING
March 7, 2008

POSITION: Assistant Director of Library Systems - User Services Development

Reports To: Director of Library Systems

Applications are invited for an Assistant Director of Library Systems - User Services Development for the Ohio Library and Information Network. OhioLINK is a consortium of Ohio's college and university libraries and the State Library of Ohio. OhioLINK serves more than 600,000 students, faculty, staff, and other researchers at 87 institutions. OhioLINK provides a multitude of services including over 100 databases consisting of bibliographic, electronic journals, electronic books, images, videos, and audio files. See www.ohiolink.edu

Major responsibilities:

The ADLS- User Services will work closely with the Director of Library Systems, with OhioLINK staff, and with personnel from OhioLINK member institutions in a leadership role in developing and maintaining current and new OhioLINK services from the user experience perspective. This job will provide consultation, direction, and support to the User Services Committee, whose members come from primarily reference department positions at member institutions.

In other capacities, this position also serves as the primary liaison to new libraries joining the OhioLINK consortium, as principal liaison to the 2 Year Colleges and Independent Colleges and provides troubleshooting for member libraries in resolving day-to-day access problems.

New member and new services implementation
1. Communicate with new libraries on all matters related to implementation and use of OhioLINK services.
2. Develop new member implementation schedules and coordinate orientation. Organize and/or conduct implementation meetings and training sessions. Answer questions, and give demonstrations and presentations relating to implementation and/or the application of the new and updated software.
3. Communicate with new members about site-specific issues; assist in analysis and resolution.

New services development
1. Act in a leadership role with other OhioLINK staff and the member libraries in the conception, development, evaluation, and implementation of new OhioLINK services.
2. Contribute to specifications; test and critique beta versions and participate in the

process of moving services from beta to production.
3. Plan and execute user evaluations and research and serve as quality control manager for all interfaces.
4. Communicate implementation procedures to member libraries.
5. Prepare documentation.

Operational support
1. Troubleshoot operational access problems and communicate with software and database vendors on issues related to ongoing use. Report problems, coordinate training and documentation, and convey enhancement requests.
2. Communicate with member libraries on issues related to changes, access, and use of electronic services.
3. Participate with other staff in resolving access issues for databases.
4. Manage online information and help screens for central catalog and reference databases.

General
1. As liaison to the User Services Committee work interactively with the chair on the agendas and overall management of the committee's activities
2. Participate in other OhioLINK committee, technical, and administrative meetings as appropriate.
3. Represent OhioLINK to members, potential members, and outside groups. Visit OhioLINK libraries and regional groups. Demonstrate and discuss OhioLINK services. Travel primarily in-state, some out-of-state. Provide presentations in-house to national and international visitors on OhioLINK.

Requirements:

MLS from an ALA accredited program. At least four years experience in an academic library is expected with experience that is focused in reference or other related end user services. The candidate is expected to be a good facilitator and have experience in documentation and training. Successful experience with project management and working in a collaborative environment is highly desired. Experience in building end user interfaces is desired.

Excellent written and oral communication and negotiation skills required. Position will require some travel.

Salary and Benefits:

Salary is commensurate with position and experience. Position is a twelve month appointment on an annual contract. 22 vacation days, 15 days sick leave and 10 paid holidays per year. State-sponsored retirement plan, group health plan, and life insurance are available.

Deadline: Review of resumes begins April 7th. Resumes accepted until position is filled

To apply for this position, please send resume and three references to
resume-usd@ohiolink.edu