The Pennsylvania Academic Library Consortium, Inc. is now known as the Partnership for Academic Library Collaboration & Innovation!

PALCI Vacancy

Position Title: Member Services Coordinator

Reports to: PALCI Director of Strategic Initiatives
Full-time, 100% remote work position with occasional travel required

Available: November 1, 2021

Do you love to learn? Want to make an impact by serving a thoughtful, innovative, and engaged consortium community?

Overview - PALCI is seeking a Member Services Coordinator (MSC) to join its small team of dedicated staff in a fast-paced and innovative consortial environment. This full-time position is a critical member of the high-performing PALCI staff with lead responsibility for the day-to-day management and operation of the organization's help desk, support documentation, and the fulfillment of PALCI Members' information and support needs.

The successful candidate is a highly productive, detail-oriented individual who enjoys working with people and is not afraid to take initiative. The Member Services Coordinator is the first point of contact in supporting PALCI libraries across all areas of PALCI programs, with a special focus on the organization's common services, including the EZBorrow consortial borrowing program, eResources and eContent acquisitions, and some project-based support. The MSC is charged with proactively noticing and addressing the needs of PALCI members, and building trust by consistently demonstrating operational excellence, transparency, innovation, and respect for diversity and privacy.

Values - PALCI invites applications from candidates who share PALCI values in order to earn and maintain mutual trust. PALCI strongly encourages the application of individuals from diverse backgrounds, including but not limited to diversity in race, ethnicity, culture, age, disability, gender identity, and sexual orientation.

Responsibilities

PALCI Member Services & Program Support
- Serve as the consortium's primary liaison to Members, providing direct support, consulting, and training services, and assisting with daily operation of all PALCI programs
- Coordinate, troubleshoot, and provide direct support for the EZBorrow consortial borrowing service powered by the open source ReShare platform, and other service integrations (e.g., ILLiad, ILS integrations, and use of other standard protocols and services)
- Respond to, track, follow-up with, and resolve member questions/issues by engaging with members via email, phone and, other forms of communication
- Ensure member satisfaction with PALCI programs through proactive, member-focused support; thorough documentation and communications; strong attention to detail for invoicing and all transactions; and adherence to continuous improvement of services
- Build and maintain an in-depth understanding of all PALCI services, with particular emphasis on our resource sharing programs, collection initiatives, and eContent offerings
- Coordinate with the Director of Strategic Initiatives to support the work of the EZBorrow Advisory Council, EZBorrow Practitioners community, and other groups as assigned
- Manage member data and program participation records through appropriate technology tools, e.g., Fresh Desk help desk ticketing systems, ConsortiaManager, and WordPress
- Facilitate member participation in PALCI programs and identify opportunities to maximize member engagement and shape appropriate future services
- Cultivate relationships with PALCI Members and vendors to build member satisfaction with PALCI programs and services, and deliver maximum value to Members
- Foster a sense of community among PALCI Members and provide a framework for open dialog and communication through visits to member libraries, participation in PALCI meetings, and other events and forms of communication

Other Duties & Projects
- Coordinate and support set-up and logistics of PALCI events, such as annual meetings, community forums and committee meetings
- Support development of occasional project and grant-based reports or communications
- Manage and write content for the PALCI website, listservs, and other information portals
- Author and edit regular PALCI Up2Date newsletter articles using email marketing software
- Maintain awareness of relevant issues and trends impacting the consortium and member institutions through active engagement with and participation in the professional community
- Recommend new services and programs to meet consortium needs
- Other duties as assigned

Qualifications

Education
- ALA-accredited MLS degree preferred, or its equivalent in training and experience in a related field

Experience - Required
- Demonstrated knowledge of the current academic library and technology environments, language, and culture, with a strong grasp of library needs and practices
- Familiarity with resource sharing and interlibrary loan practices in academic libraries
- Experience with providing direct customer service, developing and providing training and user documentation in support of customer needs,

Experience - Preferred
- Professional experience in resource sharing/ILL functions in academic libraries
- Experience with eContent acquisitions, and collection development operations
- 2-3 years working in academic libraries, consortial environments, library vendors or similar professional experience

Demonstrated Knowledge, Abilities, & Skills
- Willingness to learn, comfort with learning new technologies and systems
- Outstanding interpersonal, organizational, and analytical skills
- Commitment to exceptional, proactive customer service and communications with strong attention to detail
- Evidence of ability to work independently and as part of a team in remote work settings
- Ability to take initiative, remain flexible, think creatively, demonstrate positivity and enthusiasm, propose solutions, embrace change, thrive in a fast-paced environment, and learn on the job
- Success in effective teamwork, collaboration, and communications
- Ability to maintain effective working relationships with multiple diverse audiences and higher education employees at all levels
- Strong working knowledge of Google Apps and Google Drive, and Adobe and Microsoft Office Suite preferred

Work Arrangement

PALCI staff are considered professional staff who are expected to work a minimum of 35 hours per week. Normal hours of operation are 9:00 am-5:00 pm, Monday through Friday. Hours and schedule may vary at the discretion of the Executive Director, depending on the needs of the organization. Travel and occasional nights or weekends may be required.

PALCI maintains a 100% distributed virtual office environment. PALCI supplies its employees with a laptop computer with webinar software, Microsoft Office Suite, or its equivalent, and a mobile phone with hotspot capability, or a monthly stipend for mobile phone service. Other hardware/software may be provided when required, and at the discretion of the Executive Director.

Employees are expected to create their own environment conducive to productive work. Employees supply an adequate workspace with a robust Internet connection, and any office equipment required by the employee, including an office desk, chair, or other desired peripherals. PALCI's work is conducted primarily through frequent web-based meetings using Zoom, phone, and email. PALCI staff regularly use Google, Microsoft and Adobe applications.

Other Workplace Requirements
- Must supply an adequate workspace and a robust internet connection that is highly conducive to online meetings
- Must be able to travel to events and meetings held primarily within the PALCI region (PA, NY, NJ, WV) to meet with PALCI libraries and partners, sometimes in rural locations, including occasional nights and weekends
- Must be able to manage and set-up meetings and logistics for both in-person and virtual events (includes set-up of technology and equipment such as laptops, computer displays, display tables, promotional materials, etc.)
- Location within the PALCI region (Pennsylvania or contiguous states) preferred

Compensation & Benefits

This is a full-time remote-working position with a generous benefits package including 10 paid holidays, 20 days paid vacation accrued per year, 10 days paid sick leave, full coverage of monthly Health and Medical premiums, Dental, Vision, provision of a Flexible Spending Account plan, Short- and Long-term Disability coverage, Life/AD&D, and 10% employer contribution to a 403b

retirement plan. Salary is competitive and commensurate with experience. Anticipated hiring range is $47,500-55,000.

Apply

Please send your resume, cover letter, and contact information for 3 professional references to admin@palci.org. The position is open until filled with first consideration given to applications received by November 11, 2021.

PALCI is an equal opportunity employer.

About PALCI

The Partnership for Academic Library Collaboration & Innovation is an independent 501(c)(3) nonprofit organization with a reputation for outstanding leadership, innovation, and expertise. PALCI was formed in 1996 as the Pennsylvania Academic Library Consortium, Inc., a grassroots federation of 35 academic libraries in the Commonwealth of Pennsylvania. Today, PALCI's staff are employees of the nonprofit membership organization, which consists of more than 70 academic and research libraries, private and public, in Pennsylvania, New Jersey, West Virginia, and New York. PALCI libraries range from small liberal arts colleges to large publicly funded universities, and include both public and private research institutions and organizations, including six several Association of Research Libraries (ARL) institutions. Libraries in PALCI have holdings in excess of 144 million and a combined FTE of more than 500,000 students.

Mission - PALCI enables cost-effective and sustainable access to information resources and services for academic libraries in Pennsylvania and surrounding states.

Vision - PALCI is the trusted and preferred partnership for academic library collaboration and innovation.

Values - PALCI operates on mutual trust. It is PALCI's responsibility to continuously earn and renew that trust by consistently demonstrating operational excellence, transparency, innovation, and respect for diversity and privacy.