



PALCI  
1005 Pontiac Rd., Ste 330  
Drexel Hill, PA 19026  
<https://palci.org>

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

# Part-Time Vacancy Announcement

## Title: Resource Sharing & Member Services Support Coordinator

Reports to: Director of Resource Sharing & Member Services  
Available effective immediately; Anticipated start date 1/3/2025

- Part-time (17.5 hours per week), with possibility for future full-time role
- Non-exempt, 100% remote work position;
- The ideal candidate will work 3 consecutive hours per day, 5 days per week, M-F;
- Eligible to receive monthly phone stipend (\$95/mo) and 5% employer retirement contribution to 403(b);
- Competitive hourly wage commensurate with experience

PALCI is seeking a part-time **Resource Sharing & Member Services Support Coordinator** to support our mission of facilitating cost-effective access to information resources and services for academic libraries in our region. This Coordinator position will play a pivotal role in directly supporting the resource sharing and consortium support needs of librarians and staff of PALCI's member institutions. The individual selected will work closely with the Director of Resource Sharing & Member Services and other PALCI team members to ensure high-quality service and excellent organizational value. The position is eligible for annual reappointment, and has the potential to expand to a full time role in the future, contingent on funding and organizational need.

If you are a collaborative and service-oriented individual who loves to learn and is passionate about supporting libraries and the missions of nonprofit organizations, we encourage you to apply.

### Application Process

To submit your application, please email your resume, a cover letter outlining your relevant experience, and contact information for at least three professional references to **admin@palci.org**.

PALCI is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.



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## Responsibilities

- **Support Coordination & Member Liaison:** Act as the first point of contact for PALCI members. Manage and track incoming support requests through email and FreshDesk, PALCI's support ticketing system, and field correspondence as appropriate. Ensure timely and thorough resolution of all inquiries, closing the loop on any questions or issues.
- **Data and Member Account Management:** Coordinate and maintain member data, including daily contact updates, account configurations, and program participation records, using tools like FreshDesk, ConsortiaManager, Basecamp, and WordPress.
- **Resource Sharing Support:** Provide support for the EZBorrow consortial borrowing service and other PALCI resource sharing programs, including troubleshooting and coordination for service integrations (e.g., ILLiad, ILS integrations).
- **ReShare Implementation Support:** Assist the Director of Resource Sharing & Member Services with new ReShare software implementations and the onboarding of new members, providing essential customer support throughout the process.
- **Other Programmatic Support, as assigned:** Assist with daily support for PALCI programs, ensuring member satisfaction through proactive, member-focused service, clear communication, and continuous improvement efforts. Review, evaluate, recommend, and implement process improvements and procedures.
- **Internal Collaboration:** Work closely with PALCI staff to identify and implement strategies that enhance member program success.
- **Service Knowledge:** Develop and maintain an understanding of PALCI's resource sharing programs and build a familiarity with all other PALCI services
- **Member Relationship Building:** Cultivate and foster strong relationships with PALCI members through excellent customer service in order to enhance satisfaction and maximize the value delivered through PALCI programs and services. Contribute to developing a sense of community among members.
- **Meeting Coordination:** Support the setup, scheduling, and logistics of PALCI events, including virtual community forums and committee meetings.



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- **Web-based Communications and Content Management:** Review and manage content for the PALCI website, Basecamp, listservs, and other information portals. Support the development of member communications and reports.
- **Professional Engagement:** Stay informed about relevant issues and trends affecting the consortium and member institutions by actively engaging with and participating in the professional community.
- **Other Duties:** Perform additional tasks as assigned.

## Qualifications

### Education

- Bachelor's degree, or its equivalent in training and experience
- ALA-accredited MLS degree, a plus

### Experience - Required

- Familiarity with the current academic library and technology environments, language, and culture, with a strong grasp of library needs and practices
- Demonstrated experience with providing direct customer service

### Experience - Preferred

- Familiarity and professional experience with resource sharing and interlibrary loan practices in libraries
- Experience working in libraries with library systems, consortial environments, library vendors or similar professional experience
- Experience with marketing, communications, web editing

### Demonstrated Knowledge, Abilities, & Skills

- Willingness to learn, and comfort with 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, problem solve, propose solutions, embrace change, thrive in a fast-paced environment, and learn on the job
- Success in effective teamwork, collaboration, and communications



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- 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**

This position is part-time, and expected to work 17.5 hours per week. The ideal candidate will be able to work 3 consecutive morning hours per day, 5 days a week. PALCI's normal hours of operation are 9:00 am-5:00 pm EST, Monday through Friday. Hours and schedule may vary at the discretion of the Director of Resource Sharing & Member Services and the Executive Director, depending on the needs of the organization.

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 phone & internet stipend for mobile phone service (currently \$95/month). Other hardware/software may be provided when required, and at the discretion of the Executive Director.

Employees are expected to create and maintain their own environment that is highly 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.

### Requirements

- Must supply an adequate workspace and a robust internet connection that is highly conducive to online meetings
- Location within the PALCI region (Pennsylvania or neighboring states), preferred

## **Compensation & Benefits**

This is a half-time (17.5 hours per week) remote working position, with a 5% employer contribution to a 403b retirement plan, and a monthly phone stipend (currently \$95/month). Hourly wage is competitive and commensurate with experience. Anticipated hiring range is \$35-45/hour.

## **Apply**



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Please send your resume, cover letter, and contact information for 3 professional references to [admin@palci.org](mailto:admin@palci.org). The position is open until filled with first consideration given to applications received by 11/18/2024.

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, Delaware, 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.