

The Western Washington University (WWU) Libraries invites you to apply for the position of Electronic Resources Manager. As part of the Collection Services Division, you will administer the Libraries' electronic resources, streaming media, and print subscriptions; establish and optimize workflows to enable efficient resource management and access; and serve as the Libraries' primary contact with vendors, publishers, and university personnel regarding discovery and delivery issues for resources. Additionally, the incumbent in this position will work independently developing and compiling resource use data and financial statistics in support of the Director of Collections and the Collection Management and Assessment department.

Members of Collection Services are encouraged to seek professional growth opportunities beyond their immediate duties, such as participation in library committees, programs, or groups not directly tied to their role; trainings or other professional development; or service to the wider university. At least one hour each week is reserved for professional development related to diversity, equity, and inclusion (DEI) in order to inform day-to-day work and foster integration of DEI practices into all other position duties.

Duties include:

- Administer the end-to-end lifecycle of the Libraries' electronic resources (including databases, e-journals, e-books, and streaming media) to provide users access to subscribed content via library discovery tools including the library website and Primo VE.
- Order and activate electronic resources, collections, and portfolios in Alma. Work with vendors and subscription agents to manage renewals, cancellations, and updates.
- Provide technical support to users for electronic resources. Respond to user reports and trouble-tickets regarding access issues. Investigate, troubleshoot and resolve complex problems relating to linking issues, platform changes, technology upgrades, and off-campus access via EZProxy.
- Act as the Libraries' primary contact with vendors, publishers, consortia, library staff, and users regarding discovery and access issues related to the Libraries' electronic resources. Assist with vendor maintenance and product licensing.
- Perform expert level system management of Alma and Primo VE for electronic resources. Configure and perform back-end maintenance of Alma and Primo VE related to electronic resources. Monitor vendor system developments and test updates. Submit problem tickets and enhancement requests to vendor as needed.
- Produce and disseminate statistical reports related to the use and cost of subscriptions in all formats.
- Manage the Libraries' print subscriptions and OCLC holdings for print and electronic resources, in collaboration with the Resource Access and Cataloging and Metadata Services departments.
- Serve as a functional expert for electronic resources management on committees and working groups related to Alma, Primo VE, and collection development, management, and assessment. This position may be eligible for a hybrid remote work schedule.

The State HR classification for this position is Library & Archives Paraprofessional 4.

Required qualifications:

- Bachelor's degree in a related field or program AND one year of full-time professional experience in the field; or three years of full-time professional experience in a related field.

- Demonstrated experience using integrated library systems as they relate to e-resources, acquisitions, or serials management.
- Demonstrated experience collecting, analyzing, and interpreting data.
- Demonstrated ability to learn new technologies and software platforms.
- Ability to interact respectfully with people from diverse socioeconomic, cultural, and ethnic backgrounds.
- Demonstrated experience providing excellent customer support.
- Demonstrated ability to successfully manage competing projects and create supporting documentation.
- Ability to cooperate in a team environment and maintain effective and respectful working relationships.

Preferred qualifications:

- Experience working with Alma/Primo.
- Experience working with OCLC WorldShare.
- Knowledge of electronic resource licensing.
- Familiarity with cataloging and metadata standards.
- Knowledge of trends and issues in academic libraries including emerging technologies related to electronic resources.

Conditions of employment:

All employees must comply with our Immunization policies, including [COVID vaccination](#) by time of hire and [Proof of Rubella Measles Immunity](#) within 60-days of hire. Please reach out to HR@wwu.edu if you need information regarding medical or religious exemption and applicable accommodations.

Salary:

\$3,915 - \$5,136/month depending on qualifications and experience

Benefits:

[2022 Benefits Overview for Classified Positions](#)

Closing date:

This position will be posted until 11:55pm on November 30, 2022.

To see the complete posting and apply, please visit: <https://hr.wwu.edu/careers-staff?job=500290>

Western is an equal opportunity and affirmative action employer. Women, minorities, people with disabilities, and veterans are strongly encouraged to apply. Studies have shown that women and people of color are less likely to apply for jobs unless they meet every qualification in the job description including the preferred qualifications. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. We encourage you to apply, even if you don't believe you meet every one of our preferred qualifications.

This position may be eligible for a hybrid remote work schedule.