

## BOARD OF REGENTS

### POSITION ANNOUNCEMENT

#### **LOUIS: The Louisiana Library Network LOUIS MEMBER SERVICES MANAGER**

LOUIS: The Louisiana Library Network is located within the Board of Regents. LOUIS is a consortium of 47 public and private college and university libraries in the state of Louisiana. This partnership was formed in 1992 by the library deans and directors at these institutions, to create a cost-effective collaboration among the institutions for the procurement of library technology and resources. The individual appointed to this position will report to the Board of Regents' Associate Commissioner for LOUIS. This a full-time, partially remote work position with occasional travel required. Must live within driving distance to the Louisiana Board of Regents office in downtown Baton Rouge.

#### **Responsibilities include:**

- Lead all aspects of LOUIS' professional development and training to ensure that the membership is familiar with LOUIS services and resources, knows how and when to use them, and can effectively integrate them into their library's instruction and programming.
- Establish measures to track the progress and effectiveness of communications and training.
- Anticipate and develop communications planning, including but not limited to annual conference, administrator meetings, newsletter publication, and anticipated projects affecting member libraries.
- Coordinate and execute event planning and outreach for the LOUIS Users Conference (LUC).
- Develop and disseminate communications in conjunction with LOUIS team for events and initiatives affecting LOUIS members as they arise e.g., new collections, affordable learning programs, calls for participation.
- Facilitate member participation in LOUIS programs and identify opportunities to enhance member engagement and shape future services.
- Foster a sense of community among LOUIS members and provide a framework for open dialog and communication through visits to member libraries and participation in LOUIS meetings, virtual and in person.
- Create collateral for projects such as press releases, annual reports, and quarterly newsletters, and write content for the LOUIS website, discussion lists, knowledge base, social media, and other portals.
- Maintain awareness of relevant issues and trends impacting the consortium and member institutions through active engagement with and participation in the professional community.
- Manage all aspects of the LOUIS service desk and associated Zendesk software, including oversight of resolution time for service desk incidents, monitoring of cases, and statistical reporting.
- Identify and work with LOUIS team, members, and vendors on software and workflow enhancements identified through customer incident reporting.
- Develop relationships to reach a wider audience across the various communities served.

#### **Minimum Qualifications:**

- Baccalaureate degree
- Experience with providing user-facing support service, developing and providing training and documentation in support of user needs Experience using Microsoft Office Suite and Adobe Creative Cloud
- Valid Louisiana driver's license and ability to travel
- Fluency in English, written and verbal
- Ability to lift and carry at least 30 pounds

#### **Preferred Qualifications:**

- ALA accredited Master's degree with a minimum of five years professional level experience.
- Strong written and verbal skills; speaks clearly in positive and negative situations; demonstrates group presentation skills and conducts productive meetings.
- Flexibility and change management skills to assist with organizational shifts in priorities.
- Ability to make decisions; exhibits sound and accurate judgment.

- Organization and planning skills; develops effective and realistic action plans.
- Ability to present technical information to large and small technical and non-technical audiences.

Review of applications will begin on January 3, 2022. Applicants should include contact information for three professional references.

Interested applicants can use the link below to apply:

<https://www.governmentjobs.com/careers/louisiana/jobs/3341376/louis-member-service-manager>