

**Cape Libraries Automated Materials Sharing (CLAMS)**  
**270 Communication Way Unit 4E**  
**Hyannis, MA 02601**  
**Phone 508-790-4399 Fax 508-771-4533**

Interviews may be available at the Innovative Users Group Conference, Denver, CO

Please contact Monica Grace at the Hyatt Regency or via email below

**USER SERVICES MANAGER**, 30-hours per week with benefits, for **Cape Libraries Automated Materials Sharing, Inc. (CLAMS, Inc.)**, a non-profit automated resource sharing network serving 25 member libraries at 36 locations in Massachusetts throughout Cape Cod, Martha's Vineyard, and Nantucket.

**MAJOR DUTIES:**

Coordinates and directs training in library system software applications for new members and existing members; provides training in circulation, holds, interlibrary loan, borrower registration, acquisitions, serials, reports, Mass. Virtual Catalog; may provide other training (e.g. email, OPAC, other electronic resources); assists in arranging ongoing training schedule; may install and test hardware and software needed for public services; may recruit, supervise, schedule, train, and review performance of project staff and trainers

Serves as a resource to member libraries for reports and public services issues; provides general support to member libraries for circulation-related applications and questions; creates custom reports; serves as primary resource for information and questions pertaining to standard reports; serves as CLAMS contact for data required by members for state reports; serves as primary resource for information and questions pertaining to licensed databases and other electronic resources offered through CLAMS

Maintains statistics; creates and maintains reports and documentation as required; maintains a good working knowledge of local automated systems and standard library electronic resources

**QUALIFICATIONS**

Required: MLS degree; 3 years professional experience with any combination of library/consortium/library systems work in public services or training; working knowledge of web-based tools and services; good oral and written communication skills; flexibility and ability to work as part of a team in changing environment;

Preferred: Familiarity and experience with consortia systems, Innovative Interfaces Millennium library software.

**Position available: immediately, applications now being accepted**

**Application period:** will remain open until position is filled.

Send resume and names of three professional references to:

Monica Grace, Executive Director

CLAMS, Inc.

270 Communication Way, Unit 4E

Hyannis, MA 02601

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email: [mgrace@clamsnet.org](mailto:mgrace@clamsnet.org)