Library Services Desk Manager

Department: EL: Access Services, Robert W. Woodruff Library

Salary: Commensurate with qualifications and experience

Position Availability: Immediately (On-Campus)

Job Description

Reporting to the Access Services Librarian, the Library Service Desk Manager (LSDM) is an exempt staff position in Robert W. Woodruff Library. The LSDM manages the public service activities of the Woodruff Library Service Desk (LSD) and manages reference services. The LSDM develops departmental goals and objectives for the LSD and reference services in consultation with the Access Services Librarian with a focus on innovative and inclusive public services activities, and supervision of LSD staff. The LSDM oversees reference services, scheduling staff, setting service standards and manages Springshare’s LibAnswers software to ensure the integrity of the system and quality of reference support. The LSDM maintains LSD documentation and statistics and coaches and mentors’ staff to improve the user experience. Performs related responsibilities as required.

Key Responsibilities

A. Library Service Desk Manager Responsibilities

1. Manage the work of the Library Service Desk, schedule and work closely with staff to establish work goals, ensure efficiency and consistency in workflows, plan and coordinate activities and projects, and problem-solve customer service issues
2. Manage reference services, scheduling of staff and supplemental subject liaison participation, transaction assessment and quality control to ensure exemplary and innovative reference services
3. Administer Springshare’s LibAnswers platform in support of virtual reference services. Assess transaction logs for quality, coach and mentor staff to improve user experiences
4. Supervise Library Service Desk staff including performance evaluations for direct reports, coaching to improve performance and mentoring to facilitate growth. Offer hiring recommendations as appropriate.
5. In collaboration with relevant stakeholders, communicate access and circulation policies to patrons and library staff; handle complex patron situations with tact, discretion, and equity
6. Develop and administer ongoing staff training and corresponding documentation to ensure an inclusive and welcoming user experience
7. Engage in qualitative and quantitative assessment of library service desk statistics, completed on a weekly, monthly, quarterly and annual basis
8. Identify user needs and gaps in service effectiveness and recommend actions to the Access Services Librarian to improve the user experience
B. Circulation Learning Commons and General Reference Support

1. Staff public service points as needed to assist patrons with basic needs, including checkouts, returns, renewals, hold requests, Interlibrary Loan pickups/returns, account information, and equipment use.
2. Staff virtual reference services answering general reference questions and referring patrons to subject liaisons for advanced consultations when warranted.
3. Coordinate with Library Desktop Support to update, troubleshoot and resolve issues with service desk technology.
4. Provide directional assistance and general library and university information.
5. Act as backup for other staff as needed

C. Training, Supervision, Project Oversight

1. Train unit staff and others in new and changing standards relating to access services, use of related software and utilities
2. May develop and direct special projects as assigned and prioritized by the Access Services Librarian related to reference or user services.
3. Develop and communicate policies and procedures; conduct testing and/or training for workflows, resolves issues, creates and maintains documentation and training materials.

D. Committee and Group Participation, Professional Development

1. Participate in library and university working groups, committees, and in professional development activities as needed to support the changing environment of the library and the academic community
2. Follow established policies, procedures, and precedent of the Unit in meeting organizational goals and objectives
3. Contribute to the Unit’s efficiency and effectiveness through personal productivity, persistent teamwork, professional conduct, a positive attitude, and participation in solution processes
4. Understand and accept the change process and how it will impact daily activities; ability to change strategies/behaviors in response to changing priorities and conditions
5. Adapt to and learn new software to support innovation

Library Required Qualifications

- Demonstrated supervisory experience in access or reference services in an academic library.
- Excellent interpersonal, organizational, analytical, written and oral communication skills
- Strong commitment to engaging users and providing excellent customer service and creating a positive, inclusive working and learning environment.
- Demonstrated proficiency and capabilities with library-relevant information technology applications, such as ALMA, Illiad, Desktracker, and Springshare platforms
- Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint or other productivity software.
- Commitment to fostering a diverse educational environment and inclusive workplace and the ability to work effectively with a diverse faculty and student population.
• Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.
• Experience and demonstrated skill in project management, including organizing workloads, delegating responsibility, providing guidance and direction, coaching and mentoring.
• Ability to be proactive, flexible, and collaborative as a leader in order to accomplish departmental, library, and institutional goals.

**Library Preferred Qualifications**

• Demonstrated knowledge of emerging standards, trends utilized by access services staff in academic libraries
• Initiative and ability to analyze procedures, initiate suggestions and drive change to improve work efficiency and the user experience
• Experience with assessment of user services and data analysis tools to gather, organize, prepare and present data to inform departmental decisions

**University Job Description:**

Manages a library department or large unit which provides user services and/or access to materials. Oversees a variety of automated systems to carry out user service and other departmental transactions. Develops departmental goals and objectives. Establishes and interprets policies and procedures. Recommends actions to library administrators concerning the budget, staffing, equipment, supplies, and vendor services. Develops, conducts, and/or coordinates staff training programs. Performs related responsibilities as required.

**University Minimum Required Qualifications:**

A bachelor's degree in a related field. Four years of related experience which includes one year in a supervisory or lead position. Positions in this classification require one or more of the following: computer skills, proficiency in a foreign language, or other special skills.

**Application Procedures**

Interested candidates should review the applications requirements and apply online at


Review of applications will continue until position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer that welcomes and encourages diversity and seeks applications and nominations from women and minorities.

**Diversity Statement**

Emory Libraries recognize diversity, equity, and inclusion as core values integral to achieving our mission to enrich the quality of life and advance intellectual discovery by connecting people of diverse backgrounds and experiences. We champion an inclusive work environment through
competency training, reassurance of personal growth, restorative communication practices, and
diverse recruitment and retention. We offer exhibits, collections, programming, and research
assistance that speaks to the rich needs and identities of patrons from the Emory community and
beyond. We encompass opportunities that strengthen these values. We invite you to bring your true
self to the library and feel welcomed when you arrive.

Emory University is an Equal Opportunity/Affirmative Action/Disability/Veteran
Employer.