Stacks Shifting Supervisor

Department:  LITS: Stacks & Science, Robert W. Woodruff Library

Salary:  Commensurate with qualifications and experience

Position Availability:  Immediately

Job Summary

This position will be reporting to the Stacks Manager, the Shifting Supervisor joins with the rest of the Stacks team in the daily tasks required to manage the organization and density of the Woodruff Library general collections and in assisting patrons to access material housed in those collections. In addition, the Shifting Supervisor has primary responsibility for coordinating and participating in the ongoing measurement, mapping and shifting of the physical collections to maximize shelf space and eliminate overcrowding in the stack tower. This position also participates in the management of discrete collections in the Woodruff Library, with special attention to the microforms housed on site.

University Job Description

Performs complex user services operations (e.g. interacting with the university and external community to provide access to information, resources and materials) by using a specialized knowledge of electronic databases, microcomputer applications, complex reference tools, and/or foreign languages. Uses an expanding range of electronic resources (e.g. Internet, CD-Roms, online databases) to provide access to information. Provides research assistance; answers complex research requests, interprets library policies, handles specialized materials and resolves problems. Instructs users in the use of internal and external information resources. Creates bibliographic access to research materials (e.g. government documents, manuscripts, and other resources) using a specialized knowledge of national standards, electronic reference sources and complex reference tools. Provides physical access to materials, employing specialized techniques related to conservation, binding, reproduction and reformatting. May oversee borrowing and lending of library materials. May supervise or direct the work of staff/students. Performs related responsibilities as required.

Key Responsibilities & Duties

A. Gathers & maintains data required to manage the organization and density of the Woodruff Library general collections.
   1. Develops & maintains awareness of the past, present & future issues affecting the library’s general collections, including:
      a. changes in collection management policies & practices
      b. anticipated collection growth
c. renovations and other projects affecting collection spaces

d. Strategic & Master Planning processes

2. Oversees and participates in collection measurement and mapping

3. Creates & maintains spreadsheets & other tools for calculating & monitoring collection densities over time

B. Plans, manages and executes physical collection shifts.

a. Works with the Stacks Operations & Transfer Supervisors to develop plans for ongoing and project-based transfers of material to the LSC and/or deaccessioning

b. Re-measures & maps floors/locations to establish post-transfer/deaccessioning baseline

c. Plans redistribution of collections within the stack tower or other designated areas, e.g., Matheson Reading Room, Reference, etc.

   a. Compiles density figures for the designated collection

   b. Establishes call number/title distribution per floor/location

      i. Calculates number of shelves needed per call number-alpha-range, etc.

      ii. Determines which items need to go on which shelves

   c. Identifies starting and ending points of each shift, balancing the current distribution with the desired result

d. Manages & participates in collection shifts, including

   a. Identifying resources needed, including labor, equipment, etc.

   b. Estimating the time required

   c. Establishing & communicating performance expectations for assistant supervisors & shifters

   d. Documenting, gathering metrics, evaluating progress, and adjusting the process, as needed

   e. Once shift is complete, updating signage, range finders, coordinating creation/distribution of new call number guides, etc.

C. Supervises Student Assistants

1. Serves as a designated Student Supervisor for a unit, department, or work assignment

2. Works closely with unit or department head and LITS Human Resources (LHR) in areas of recruitment, hiring, orientation, training, supervision, and evaluation of student employees. Adheres to policies and procedures as defined in the Student Supervisor’s handbook to ensure appropriate student employment forms are submitted to LHR. Attends student supervisory training when offered to be informed of policy and procedural updates

3. Coaches, mentors, and counsel’s student employees to ensure that they have the opportunity to develop broad knowledge of library operations and services as well as specialized skills. Develops and provides specific training to student employees within a department

4. Develops and maintains up-to-date student employee job descriptions within a department. Submits requests for new student assistants to LHR in a timely manner. Works collaboratively with LHR to ensure student employees are reclassified at the appropriate levels and times. Responsible for submitting
appropriate documentation as it relates to student employment to LHR in a timely manner

5. Conducts performance evaluations at 6 weeks (new students), end of spring semester, and/or at the time of resignation for their student employees. Reviews performance evaluation with student employees and ensures that the performance evaluations are submitted to LHR in a timely manner and are in accordance with the campus and library policy

6. Establishes and maintains communications with student employees to facilitate the work of the library and ensure student employees are informed of library activities and initiatives

7. Reviews Time and Attendance (TAS) clocking transaction reports to ensure designated telephones are being used to clock in/out. Approves/Denies TAS exceptions by 10:00am on a Payroll Monday. Works closely with student employees and student timekeeper to resolve timecard issues. Cross-checks manual student employee timesheets to substantiate submitted TAS exceptions

8. Consults with LHR on student-related employee performance issues.

9. Reviews student allocation reports for each pay period to ensure no year-end deficits or surpluses and notifies LHR of any discrepancies.

D. Core Team Responsibilities
   1. Collaborates with other Stacks Team members to manage daily workflow, team projects, end-of-the-semester crunch periods and provide backup during staff absences
   2. Participates in daily Stacks Team responsibilities, including:
      a. Assisting patrons by locating physical items, helping them obtain in-process items, and/or fixing basic compact shelving malfunctions
      b. Emptying Woodruff Library book drops
      c. Picking up library and other materials found out of place throughout the library
      d. Discharging returned/found items and routing them to the correct location/library
      e. Reviewing items for damage and routing them to Conservation for repair, if needed
      f. Sorting items into general call number categories/classes in the Stacks office area
      g. Ordering and shelving items in the Woodruff stack tower
      h. Shelf-reading for call number accuracy, including straightening and re-shelving items, and recording shelving errors, as needed
      i. Measuring new acquisitions to accurately record collection growth
      j. Regularly participating in team meetings

E. Manage and Maintain Usability of Discrete Physical Collections
   1. Working with other Stacks Supervisors, oversees shelving and maintenance of the following discrete collections: on-site microforms, new books, McNaughton (popular reading), and current print periodicals
2. Maintain an inventory of on-site microforms and work with Collection Management librarian, as needed, regarding the status of this collection

**Minimum Qualifications**

Bachelor's degree in a related field and three years of related experience, OR equivalent combination of experience, education, and training. Requires one or more of the following: computer skills, special skills or a proficiency in a foreign language.

**Library Required Qualifications**

*These qualifications are required by the library in addition to the minimum required qualifications of the University listed above.*

- Two years of relevant library experience
- Thorough knowledge of Library of Congress or other complex classification system(s).
- Attention to detail, demonstrated capacity for carrying out tasks, including sorting and ordering library materials, in an accurate and timely manner, and ability to check own work for accuracy.
- Evidence of analytical, organizational, communication, project, and time management skills and demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time and within budget and in accordance with task/project parameters.
- Ability to work independently and follow through on tasks with minimal direction.
- Ability to manage and prioritize tasks and perform effectively in a fast-paced environment with a fluctuating workload and frequent distractions and interruptions.
- Sound judgment and ability to analyze information and solve problems within the scope of his/her responsibilities.
- Strong customer service skills and commitment to proving service effectively in a diverse environment.
- Ability to initiate and maintain cooperative working relationships with co-workers, supervisors, and managers and with other libraries. Ability to work harmoniously and as a team player, thrive in a team-based environment, and skill in fostering teamwork among others.
- Commitment to fostering a diverse educational environment and workplace and an 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.
- Demonstrated proficiency and capabilities with personal computers and standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint or other productivity software and with the Web
- Must be willing and able to lift up to 30 pounds. Must be willing and able to push heavy book trucks, move and unpack boxes and/or bins of library material.
Libary Preferred Qualifications

- Demonstrated proficiency in creating and maintaining Excel spreadsheets for data reporting.
- Demonstrated proficiency in creating and maintaining documentation of work processes for training and workflow management

Application Procedures

Interested candidates should review the applications requirements and apply online at

https://staff-emory.icims.com/jobs/50545/stacks-shifting-supervisor/job

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.