



Operations and Access Specialist

Employee Name	
Team / Unit / Department	University Libraries
Division	Access Services
Campus Job Classification / Title	Library Specialist
Campus Job Code	ND01
Campus Pay Grade	226
FTE [Percentage of Time]	100% [40 hours]
Type of Appointment	Ongoing
FSLA Status	Non-Exempt

This is a Non-Exempt position. Employees in this position are paid an hourly pay rate, on a bi-weekly basis, and are eligible to receive overtime pay for any hours worked over 40 in a work week.

Name of Direct Supervisor	Terence Jefferson
Supervisor's Library Job Title [Functional]	Operations Manager Sr.
Supervisor's Campus Job Classification	Mgr Sr. Operations

University Job Summary Statement

Provides complex library user services and research assistance to the university and external communities. Provides access to information, resources, and materials by using a specialized knowledge of electronic databases, microcomputer applications, complex reference tools, and/or foreign languages; these may include the Internet, CD-ROMs, and on-line databases. May create bibliographic access to research materials (government documents, manuscripts, and other resources) using a specialized knowledge of national standards, electronic reference sources, and complex reference tools. May provide physical access to materials employing specialized techniques relating to conservation, binding, reproduction, and/or reformatting. May verify bibliographic information on-line and prepare requests for borrowing and lending of library materials through Interlibrary loan or other means. May hire, train, and supervise student staff. Performs related responsibilities as required.

The above statements are intended to describe the work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

Library Position Summary

Reporting to the Library Operations Manager, Sr., the Operations and Access Specialist serves as a primary information source for users at the point of entry setting the tone for the user experience at the Robert W. Woodruff Library. The Operations & Access Specialist provides exemplary customer service to patrons, including directional and informational assistance, circulation, and learning commons assistance. The Operations & Access Specialist maintains documentation and internal communication and assists with student training. The Operations & Access Specialist may provide support as needed for library events and projects. Operations & Access Specialist maintains a conducive environment for learning and studying ensuring safe and secure spaces and providing 24/5 access for library users.

Type of Supervision Received

Reporting to the Operations Manager, Sr., the Operations & Access Specialist is expected to perform job duties independently, to analyze problems and suggest solutions, and exercise good judgment performing duties, consulting with supervisor as necessary.

Individual performance is informally reviewed on a regular basis and formally on an annual basis; progress toward unit and professional goals is a key component of performance evaluation process.

Type of Supervision Exercised

The Operations & Access Specialist does not supervise staff: the incumbent oversees and provides direction for student employees assigned to work at the Entrance Service Desk.

The chart below outlines the scope of supervisory authority for the Operations & Access Specialist.

Does individual have responsibility for hiring recommendations?	Students only
Does individual have responsibility for work assignments?	Students and Contract Personnel
Does individual have responsibility for performance evaluation	No
Does individual have responsibility for reclassifications/merit increases recommendations?	No
Does the individual have responsibility for recommending the design and redesign of organization structures and for defining and redefining individual roles?	No
Does individual have responsibility for discipline and discharge?	No
Does individual have responsibility for complaint resolution?	No

Key Responsibilities & Duties

A. Public Service

1. Serves as a primary information source for users at the point of entry setting the tone for the user experience at the Robert W. Woodruff Library. Provides information on campus services, library collections, services, departments, events,

- exhibitions. Directs users to appropriate resources and offers wayfinding directions.
2. Interacts with library users and campus visitors in a professional and courteous manner; maintains supportive relationships with faculty, staff and students promoting Emory Libraries by fostering goodwill and understanding.
 3. Assists with access management, administering the visitor registration process, troubleshoots Emory card access issues and communicates library access policies to users.
 4. Provides basic circulation assistance, including checkouts, returns, renewals, hold requests, Interlibrary Loan pickups/returns, account information, and item information. Assists patrons with the use of the library web and other discovery tools and refers patrons to the Library Service Desk as appropriate.
 5. Assists patrons with the use of all public equipment, including computer workstations, library laptops and tablets, BizHubs, black & white printers, microform readers, self-checkout machines, EmoryCard deposit machines, and scanners.
 6. Responds appropriately to library user/staff inquiries, communicating feedback and concerns to the Operations Manager, Sr. and recommends ways to enhance current operations.
 7. Engages in professional development to ensure continued growth to meet the needs of Emory community users.

B. Support of Operations and Access

1. Operations & Access Specialist maintains a conducive environment for learning and studying ensuring safe and secure spaces in compliance with library policies and ensures 24/5 access for library users.
2. The Operations & Access Specialist may provide support as needed for after-hour and/or weekend library events and projects.
3. Reports maintenance and custodial issues to ensure swift resolution following identification, including placing service calls for elevators and compact shelving issues.
4. Serves as an information conduit for University Police or Emergency Medical Services following facility alarms, medical emergencies, and/or library policy compliance issues.
5. Manages the Woodruff Library Lost and Found service.

C. Administrative Support

1. Participates in data collection for assessment initiatives to identify trends relating to access and space utilization.
2. Maintains accurate records for building keys, equipment, and lost and found items.

D. Student Employee Responsibilities

1. Coaches and mentors student employees scheduled to staff the Entrance Service Desk, providing guidance and redirection to support high-quality customer service standards.

2. Collaborates with the Library Service Desk Coordinator in the areas of orientation, training, scheduling, and evaluation of student employees.

University Minimum Required Qualifications

Bachelor's degree in a related field and two years of related work experience, OR equivalent combination of experience, education, and training. Positions in this classification may require computer skills, proficiency in a foreign language or other special skills. Positions in this classification may require a valid Georgia driver's license and insurable driving record.

Emory is an Equal Employment Opportunity/Affirmative Action employer. Emory University is dedicated to providing equal opportunities to all individuals regardless of race, color, religion, ethnic or national origin, gender, age, disability, sexual orientation, gender identity, gender expression, veteran's status, or any other factor that is prohibited consideration under applicable law.

Library Required Qualifications

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

- Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty and student population.
- Ability to build and sustain effective interpersonal relationships with Emory University staff, faculty and students, and campus visitors.
- Ability to work harmoniously and as a team player, thrive in a team-based environment, and skill in fostering teamwork among others.
- Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs, priorities, and schedules.
- Demonstrated analytical skills, creative and innovative problem-solving skills, and a strong commitment to service excellence. Ability to work independently and to be proactive, flexible, and collaborative.
- Demonstrated technical proficiency and capabilities with library-relevant information technology applications. Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint, or other productivity software.

Library Preferred Qualifications

- CPR Certification or ability to obtain within a year of hire

<i>LITS-HR Review</i>	<i>Nydia Charles-Huggins</i>
<i>DATE</i>	<i>6/29/18</i>