Library Services Specialist, Sr.

Employee Name	Vacant
Department or Unit	Library Service Desk
Division	Services Division
Campus Job Classification / Title	Library Specialist, Senior
Campus Job Code	ND05
Campus Pay Grade	228
FTE [Percentage of Time]	100% [40 hours]
Type of Appointment	Ongoing
FLSA 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	David Smith
Supervisor's Library Job Title [Functional]	Access Services Librarian
Supervisor's Campus Job Classification	Librarian / Faculty-Equivalent

University Job Summary Statement

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. Instruct users on 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.

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 Access Services Librarian, the Library Services Specialist Sr. is responsible for the daily operations of the Science Commons in the Atwood Chemistry Center. In addition, the Library Services Specialist, Sr. oversees patron accounts and is a part of the Library Service Desk (LSD) team, supporting the main service point for circulation, Learning Commons (public computing), and reference assistance. The position serves as the main contact for patrons, both Emory affiliates and guests, regarding general questions related to setting up and using accounts. The position works closely with the Access Services Librarian to create and run reports, extrapolate and interpret information, and communicate with patrons based upon the results. The position maintains records, reports and invoices, working with various departments, using a variety of communication techniques. May hire, train and supervise student staff. Performs related responsibilities as required.

Type of Supervision Received

Reporting to the Access Services Librarian, the Library Services Specialist, Sr. oversees the work of patron accounts and daily operations of the Science Commons in the Atwood Chemistry Center. General direction is provided by the Access Services Librarian. 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 Library Services Specialist, Sr. does not supervise librarians, or staff, but may supervise student employees.

Key Responsibilities & Duties

A. **Patron account management**
   a. Serves as main contact for patron accounts and responds to general account maintenance questions as needed using various forms of communication, including in-person, phone, email, chat, etc.
   b. Establishes accounts using current library system (currently ALMA), corresponds via phone, email, and in-person, with academic departments, library subject liaisons, and community patrons to establish the appropriate type of accounts.
   c. Working with the Access Services Librarian, proposes and implements changes to library privileges.
   d. Coordinates with other Access Services staff and the Core Applications Team to establish reports using library system (ALMA) and reports management system, including Emory affiliate and guest accounts.
   e. Performs quality control on patron data. Follows up on patron claims, maintains item and patron accuracy in library system. Utilizes system reports, as well as student financial services system (OPUS), and faculty/staff monitoring system (AINQ) to identify and prioritize problem accounts. Performs follow-up invoicing of patrons who have not responded to automatic billing notices
   f. Coordinates with subject liaisons and university departments to arrange accounts for summer program participants. Gives introduction to library accounts and services to visiting scholars and fellows. Serves as point person for coordinating accounts for summer program patrons.

B. **Science Commons Oversight and Project Coordination**
   a. Administers all aspects of Access Services: Circulation, Interlibrary Loan/Document Delivery Services, Course Reserves, Stacks Management, Data Collection and Assessment of the Science Commons located in the Atwood Chemistry Building
   b. Oversees hiring, training and supervision of student employees

C. **Circulation, Learning Commons, and Reference Service**
   a. Staffs 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.
   b. Staffs virtual reference services answering general reference questions and referring patrons to subject liaisons for advanced consultations when warranted.
   c. Acts as backup for other staff as needed

D. **Training, Supervision, Project oversight**
   a. May develop and direct special projects as assigned and prioritized by supervisors related to patron accounts or user services.
   b. Develops and communicates policies and procedures; conducts testing and/or training for workflows, resolves issues, creates and maintains documentation and training materials.
   c. May train unit staff and others in new and changing standards, use of related software and utilities

E. **Committee and Group Participation, Professional development**
   a. Participates in library and university working groups, committees, and professional development activities as needed to support the changing environment of the library and the academic community
   b. Follows established policies, procedures, and precedent of the Unit in meeting organizational goals and objectives

c. Contributes to the Unit's efficiency and effectiveness through personal productivity, persistent teamwork, professional conduct, a positive attitude, and participation in solution processes
d. Understands and accepts the change process and how it will impact daily activities; ability to change strategies/behaviors in response to changing priorities and conditions
e. Adapts to and learns new software to support innovation

University Minimum Required 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.

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Library Required Qualifications

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

- Demonstrated experience in access or reference services in an academic library.
- Excellent interpersonal, organizational, analytical, written and oral communications 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 student account technology applications utilized in higher education to inform management of library account privileges, fines/fees, and access issues.
- Demonstrated proficiency and capabilities with library-relevant information technology applications, such as ALMA, Illiad, Desktracker, and Springshare platforms
- Ability to build and sustain effective interpersonal relationships with library staff, faculty and students, off campus faculty and administrators, campus administrators, etc.
- 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.
- 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 workplace and an ability to work effectively with a diverse faculty and student population.
- Strong customer service skills and commitment to providing service effectively in a diverse environment.
- Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.
- Ability to work harmoniously and as a team player, thrive in a team-based environment, and skill in fostering teamwork among others.

Library Preferred Qualifications

- Experience providing and managing library services with evidence of progressively increasing scope of responsibility in a large academic or research institution library and evidence of successful record of leadership and ability to foster an organization-wide perspective that ensures effective stewardship of available resources.
- Experience in supervising and managing student employees including coaching, motivating, and mentoring.

LHR Review	
DATE	*August 8, 2022*