



Job Description *Library Staff Positions*

Information Desk Associate

Employee Name	Vacant
Department or Unit	Information Desk
Division	Woodruff Health Sciences Center Library
Campus Job Classification / Title	Library Specialist
Campus Job Code	NB03
Campus Pay Grade	226
FTE [Percentage of Time]	100% (40 hours)
Type of Appointment	Permanent
FLSA Status	Non-Exempt
Name of Direct Supervisor	Mersiha Varupa
Supervisor's Library Job Title [Functional]	Information Desk Library Manager
Supervisor's Campus Job Classification	Coordinator, User Services

University Job Summary Statement

Performs a variety of complex library services and operations requiring a specialized knowledge. May process, verify and change bibliographic information online. Responds to requests from university and external users for information and circulation transactions. Communicates library policies and procedures to user community. Handles specialized materials and instructs users in the use of internal and external information resources, using a knowledge of on-line databases. Searches databases to determine the availability of materials, oversees receipt/check-in of materials, and organizes/prepares materials for shelving. Ensures stacks are neat and shelves library materials in their appropriate location. Assist in weeding, shifting and other stacks projects. Assist in the use of library equipment, technology, and software. May assist in Historical Collections. 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 Information Desk Library Manager, the Information Desk Associate provides basic reference assistance at the library information desk or service point. The Information Desk Associate performs various complex resource management operations, including searching, and uses specialized knowledge to respond to requests about the library's print and electronic resources, direct users to appropriate subject databases and provide basic instruction in their use. Assists in identifying or verifying citations and assists users with bibliographic management software. Performs circulation transactions and registration of users. Assists with computer workstations and troubleshoots and reports hardware or software problems. Monitors the physical environment and

may manage building emergencies. Compiles statistics for all transactions. Interprets library policies and exercises judgment in resolving user problems. Performs related duties as assigned.

Type of Supervision Received

Reporting to the Information Desk Library Manager, the Information Desk Associate works closely with this supervisor and other Information Desk staff. General direction is provided by the Associate Director.

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 Information Desk Associate does not supervise librarian, staff, or student employees.

The chart below outlines the scope of supervisory authority for the incumbent.

Does individual have responsibility for hiring recommendations?	No
Does individual have responsibility for work assignments?	No
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. Information and Reference Services

1. Establishes and maintains courteous, professional, and service-oriented presence at Information Desk, providing positive contact for WHSC Library customers from the university and external communities.
2. Responds to basic and specialized information requests received in person, online or via telephone, utilizing knowledge of biomedical library resources, including databases, journals, book collections (print and electronic), and information management software. Maintains up-to-date knowledge of Health Sciences Center Library resources and sufficient familiarity with other university library resources to direct customers to other service points as needed.
3. Assists customers in identifying relevant materials in the library collection; uses reference interview techniques to identify and link customer to appropriate type of resource (clinical, educational, research). Directs customers to Informationists or other specialists as needed.
4. Instructs and provides brief tutorials to customers in locating biomedical information; demonstrates use of the library's online resources including the public access catalog and biomedical databases such as PubMed, Web of Science, and clinical tools.
5. Provides EndNote assistance to library customers.

6. Records individual library services transactions using automated form.

B. Library Operations and Security Oversight

1. Ensures the timely and secure opening and closing of the library, sharing this duty with other Information Desk Associates based on the weekly schedule; occasional schedule changes may be required to ensure that WHSC Library is operational for its scheduled hours. May contact Woodruff Library security, Emory Police, the lock shop, and Emory Card Office to resolve any troubles with the automatic door locks or other security issues. May assist in the training and monitoring of desk operations. Sometimes serves as sole staff-person in library on nights or weekends.
2. Monitors entrance and exit gates registering non-Emory visitors via Kiosk. Operates the materials' anti-theft system, checks backpacks, etc. for library materials when the alarm sounds.
3. Assists in the evacuation of library users during building emergencies. Uses independent judgment when handling building emergencies that occur evenings and weekends.
4. Assigns study rooms and monitors workstation use to ensure fair allocation of in-demand library resources.
5. Maintains Information Desk in good order with adequate supplies and forms. Reports library facility problems as identified. Maintains master copies of forms and documentation on the WHSLC internal website monitors distribution of supplies and cleans computer workstations.
6. Communicates with staff in other departments and other branches to maintain functional awareness of the library. May be scheduled at Emory University Hospital Library and Grady Hospital Branch.
7. May propose and coordinates goodwill activities for special occasions.

C. Circulation

1. Directs customers to locations of specific library materials and aids in the check-out or scanning of physical materials; explains and assists with procedures to request items at the Library Service Center or other locations.
2. Uses integrated library system to respond to circulation queries, including requests for renewal and holds, processing fines, resolving disputes and errors, placing items on semester-long course reserve; understands circulation policies and follows guidelines for special circumstances.
3. Requests and receives materials as they are transferred between library branches or storage, ensuring they are not lost or misplaced. May occasionally search for items and coordinate with Collection Services and other university library service points to track down troublesome items.
4. Responsible for Oxford books (receiving and returning).
5. Shelve materials in appropriate locations in the collection.

D. Technology

1. Monitors public workstations and printers; supports customers and non-Emory visitors with log-in, basic assistance with programs or hardware, and the download or printing of electronic materials.
2. Responds to problems with printing, connectivity, or hardware by troubleshooting and then referring to appropriate technical support.

E. Directed/Self-Directed Learning and Professional Development

1. Regularly surveys Health Sciences Center Library website to ensure accurate and up-to-date links and to familiarize with resources.

2. Reads and contributes relevant information about resources, services, or procedures to Information Desk blog, sharing and communicating with other Information Desk staff.
3. Maintains awareness of library and campus events, as well as university news and other developments related to the health sciences.
4. Participates in professional development activities.

F. Serials

1. Process serial issues received weekly; check-in issues and revise serials holdings record in library system.
2. Weed current periodical issues and either recycle or donate issues.
3. Serve as contact person for library staff and customers to answer questions regarding receipt of serial issues.

G. Historical Collections

1. May monitor and provide assistance to visitors during use of historical collection materials.
2. Performs related work as required by interest and demand.

Projects

1. Participate in ongoing and special projects related to library's collection; weeding, clean-up, updating title lists, storage, etc.

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.

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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.

- Ability to maintain a regular work schedule including days, evenings, and weekends, with some flexibility in rescheduling hours to meet library demands; on time attendance is essential.
- Good interpersonal skills: ability to communicate effectively (verbal and written) and to work cooperatively with other staff; ability to give accurate, precise directions.
- Excellent time management skills and demonstrated ability to meet deadlines and follow through on tasks with minimal direction.
- Demonstrated proficiency with personal computers and software, working knowledge of standard computer office applications such as Microsoft Outlook, Word, PowerPoint, Access, and Excel and other productivity software. Good understanding of bibliographic information.

- 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 a fast-paced, forward-thinking research institution and to respond effectively to changing needs and priorities.
- Ability to perform moderately heavy physical work; lift up to 20 pounds, and push shelving cart.
- Ability to stand, walk, climb, stoop, kneel, bend while reshelving or retrieving materials.

<i>LHR Review</i>	<i>Krystal S. Rambus</i>
<i>DATE</i>	<i>9/22/2023</i>