Job Description
Library Staff Positions

Coordinator, User Services

Employee Name	Vacant
Department or Unit	User Services
Division	Access and Resource Services Division
Campus Job Classification / Title	Coordinator, Program Development
Campus Job Code	XB20
Campus Pay Grade	230
FTE [Percentage of Time]	100% [40 hours]
Type of Appointment	Ongoing
FLSA Status	Exempt
	This is an Exempt position. Employees in this position are paid a salary on a monthly basis and are not eligible to receive overtime pay.
Name of Direct Supervisor	Lyndon Batiste
Supervisor's Library Job Title [Functional]	Head, User Services
Supervisor's Campus Job Classification	Librarian|Faculty-Equivalent

Job Summary Statement

Primary duties are organizing, coordinating, and planning operational facets of a program and its related activities, which include, but are not limited to, the following: establishing long-term operational objectives, researching factors that may impact the success of the program, and working with individuals or groups to research and document program requirements to provide appropriate input into the development of strategic plans. Develops work plans to accomplish program goals and objectives and monitor progress toward their achievement. Conducts research and gathers information to develop various publications. Develops promotional materials, which may include content for reports, briefings, newsletters, grants, or other written information related to the program. Assists in developing and coordinating program-related conferences, conventions, or meetings. Monitors expenditures and may participate in budget planning and preparing financial reports. May assist in identifying funding resources and developing fund-raising strategies and initiatives. Prepares operational and statistical reports. Conducts training, represents the program at meetings and conferences, and networks with affiliated groups. May supervise assigned project staff, interns, and/or volunteers. Performs related responsibilities as required. This is not an administrative support position.

Position Summary

Reporting to the Head, User Services, the Coordinator, User Services (CUS) is a staff position at Robert W. Woodruff Library. The CUS oversees the day-to-day operations of the Library Service Desk (LSD) and its satellites, service points for circulation, Learning Commons support, and reference assistance. The CUS works closely with the Head of User Services, providing administrative support and coordinating assigned projects. The CUS coordinates LSD activities focusing on student hiring, training, scheduling, and supervision; operational planning; student budget management; data collection; and process improvement. The CUS directly manages student employees and provides direction and support for staff at the desk. The CUS also maintains and shares LSD

documentation and internal communications, handles staff and student scheduling and training, and provides public services.

Type of Supervision Received

Reporting to the Head, User Services, the Coordinator, User Services supervises the daily activities of the Library Service Desk, including direct supervision of LSD student employees. The Head of User Services provides general direction. Individual performance is informally reviewed regularly and formally annually; progress toward unit and professional goals is a key component of the performance evaluation process.

Type of Supervision Exercised

The Coordinator of User Services does not supervise career staff; however, the incumbent may assign work to fellow staff and oversee projects. The incumbent does supervise student employees, with the number varying throughout the year and typically representing a workload equivalent to 5 to 7.5 full-time positions.

Key Responsibilities & Duties

Student Supervisor Responsibilities

1. Oversees day-to-day Library Service Desk operations. Prioritizes, organizes, and assigns daily work to student assistants.
2. Serves as the designated Student Supervisor for the Library Service Desk and its satellites.
3. Works with the Head of User Services and Emory Libraries HR in recruitment, hiring, orientation, training, supervision, and evaluation of student employees.
4. Authors, implements and maintains a formal training program for student employees to support the services of the Library Service Desk and its satellites.
5. Responsible for developing and maintaining up-to-date student employee job descriptions within the Library Service Desk Team.
6. Conducts performance evaluations at six weeks (new students), at the end of the spring semester, and/or at the time of resignation for their student employees.
7. Responsible for reviewing Time and Attendance (TAS) clocking transaction reports to ensure designated telephones are used to clock in/out. Approves/Denies TAS exceptions and timecards by the designated Payroll deadlines.
8. Consult with EL HR on student-related employee performance issues.
9. Review student allocation summary reports for each pay period to ensure no year-end surpluses and notify EL HR of discrepancies.

Circulation, Learning Commons and Equipment, Reserves and Reference Services

- Circulation
- Assists patrons with basic needs, including checkouts, returns, renewals, hold requests, Interlibrary Loan pickups/returns, account information, and item information.
- Sets up, interprets, and modifies patron accounts and proxy records.
- Interprets item records and history to locate items and/or troubleshoot issues.
- Monitors and maintains the holds shelves and related technology, such as the library holds lockers.
- Learning Commons and Equipment
- Assists patrons using all public equipment, including computer workstations, printers, microform readers, self-checkout machines, and scanners. Investigate, track, and report issues to the appropriate department/contact.

- Liaises with the EmoryCard office to resolve EmoryCard balance disputes and issues refund slips as appropriate.
- Assists patrons with equipment loans and returns and interprets related policies and loan periods.
- Reserves
- Assists patrons with locating and borrowing materials on course reserve.
- Assists instructors with placing requests for materials to be placed on course reserves.
- Communicate with the Course Reserves Coordinator regarding the reserves collection and circulation.
- Reference
- Instruct patrons on using the library online catalog and other discovery tools, including eJournals, databases, and subject guides.
- Helps patrons locate and obtain materials outside Emory Libraries through Interlibrary Loan, the ARCHE program, or other external sources.
- Answers general reference questions and refers patrons to subject liaisons for advanced consultations.

Library Service Desk Administrative Support and Project Coordination

- Create and maintain staff and student employee shift schedules for the Library Service Desk and its satellite locations for all academic semesters, intersessions, breaks, and holidays.
- Creates, develops, and maintains documentation to support a formal training program for students, staff, and librarians covering the Library Service Desk and its services.
- Acts as the primary backup for student employee coverage gaps due to illness, vacations, or other absences. Serves as primary backup for desk operations as needed.
- Coordinates projects under the direction of the Head, User Services, to develop and implement workflows and procedures to accomplish short- and long-term goals.
- Collects and analyzes data related to Library Service Desk services and reports data monthly.
- Works with the Head of User Services to train and orient new staff.
- Serves as the operational liaison between the Library Service Desk and other internal and external departments and units.
- Maintains working knowledge of circulation policies and services in other Emory Libraries to serve patrons better and facilitate communication and collaboration.
- Creates, develops, and maintains LSD student employee handbooks, orientation materials, and training modules.

Note: This position's responsibilities and duties must be performed in person at an Emory University location: Robert W. Woodruff Library.

Required Qualifications:

Bachelor's degree in a field related to the program and two years of related experience or an equivalent combination of education, training, and experience.

Experience and demonstrated supervision skills, including hiring, orienting, training and development, organizing workloads, delegating responsibility, providing guidance and direction, monitoring and evaluating performance, coaching and counseling, and taking disciplinary action as necessary. Ability to be proactive, flexible, and collaborative as a supervisor to accomplish departmental, library, and institutional goals.

Required Qualifications:

The library requires these qualifications in addition to the minimum required qualifications of the University listed above.

- Experience and demonstrated skill in supervising, hiring, and training multiple student employees.
- Ability to be proactive, flexible, and collaborative as a supervisor to accomplish departmental, library, and institutional goals.
- Ability to build cooperative, effective working relationships in a team-based environment.
- Ability to follow directions from supervisors and to provide clear directions to others.
- Demonstrated proficiency and capabilities with personal computers and software, the Web, and library-relevant information technology applications. Working knowledge of standard computer office applications, such as Microsoft Office.
- 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 major research institution's ambiguous, future-oriented environment and to respond effectively to changing needs and priorities.

Preferred Qualifications:

- Experience providing library services in a large academic or research institution library and ability to foster an organization-wide perspective.
- Working knowledge of integrated library systems and applications such as Alma, specifically the circulation module, and Springshare software suite.

EL HR Review	Krystal S. Rambus
DATE	October 23, 2023