



Job Description
Library Staff Positions

EMORY
LIBRARIES

Coordinator, Ask Us Service

Employee Name	Vacant
Department or Unit	User Services
Library Functional 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

University 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 in order to provide appropriate input into the development of strategic plans. Develops work plans to accomplish program goals and objectives and monitors 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 the budget planning process and prepare 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.

Library Position Summary

Reporting to the Head of User Services, the Woodruff Library Ask Us Service Coordinator is an exempt staff position in Robert W. Woodruff Library. Woodruff's Ask Us Service Coordinator oversees the provision of

information services within the User Services unit. Woodruff's Ask Us Coordinator works closely with the Head of User Services and the User Services Coordinator with a focus on coordinating, training, and scheduling of staff to provide research assistance at service points managed by User Services both in person and virtually. Woodruff's Ask Us Coordinator develops departmental goals and objectives for information services in consultation with the Head of User Services with a focus on innovative and inclusive information service provision, and the training and development of student employees and staff participating in Woodruff's Ask Us services. This includes coordinating Springshare's LibAnswers software in consultation with the Springshare Product Owner to ensure the integrity of the system and the quality of information assistance provided to patrons. Woodruff's Ask Us Service Coordinator contributes to front-facing patron services by staffing service points, providing exemplary customer services to patrons, including circulation, learning commons and information assistance. Woodruff's Ask Us Coordinator contributes and helps maintain User Services training documentation and assessment data and engages in marketing and promotion of Woodruff's Ask Us service.

Type of Supervision Received

Reporting to the Head of User Services, the Woodruff Library Ask Us Service Coordinator oversees Woodruff's Ask Us information services for the User Services unit. 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 Woodruff Library Ask Us Service Coordinator 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, typically representing a workload equivalent to 5 to 7.5 full-time positions.

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

Does individual have responsibility for hiring recommendations?	Yes (Students)
Does individual have responsibility for work assignments?	Yes
Does individual have responsibility for performance evaluation	Yes (Students)
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. Woodruff Library Ask Us Service Coordination
 - a. Coordinates Woodruff's Ask Us Service answering research questions and referring patrons to subject liaisons for advanced consultations as needed.
 - b. Create and maintain staff and student employee shift schedules for Woodruff's Ask Us Service for all academic semesters, intersessions, breaks, and holidays.
 - c. Create, develop, and maintain Woodruff Library Ask Us documentation to support and administer a formal training program for students, staff, and librarians covering the Woodruff's Ask Us Service.

- d. Acts as the primary backup for student employee coverage gaps due to illness, vacations, or other absences.
- e. Coordinates projects under the direction of the Head, User Services, to develop and implement workflows and procedures to accomplish short- and long-term goals for the Woodruff Library Ask Us Service.
- f. Collects and analyzes data related to Woodruff's Ask Us Services and reports data monthly.
- g. Serves as the operational liaison between Woodruff's Ask Us Service and other internal and external departments and units, including the Springshare Suite Product Owner. Schedules subject liaison participation.
- h. Engages in transaction assessment and quality control to ensure exemplary and innovative research support services
- i. Engages in marketing, promotion and outreach in support of the Woodruff Library Ask Us Service.
- j. Stays abreast of new Springshare product offerings and updates and communicates upcoming changes to staff supporting the Woodruff Library Ask Us Service.
- k. In consultation with the Head, User Services and Springshare Product Owner coordinates training and implementation of new features or services for staff supporting the Woodruff Library Ask Us Service.

B. Circulation, Learning Commons and Equipment, Reserves and Research Services

1. Circulation

- a. Assists patrons with basic needs, including checkouts, returns, renewals, hold requests, Interlibrary Loan pickups/returns, account information, and item information.
- b. Sets up, interprets, and modifies patron accounts and proxy records.
- c. Interprets item records and item history to locate items and/or troubleshoot issues.
- d. Monitors and maintains the holds shelves and related technology, such as the library holds lockers.
- e. Maintains working knowledge of circulation policies and services in other Emory Libraries to better serve patrons and to facilitate communication and collaboration.

2. Learning Commons and Equipment

- a. Assists patrons with the use of all public equipment, including computer workstations, printers, microform readers, self-checkout machines, and scanners. Investigates, tracks, and reports issues to the appropriate department/contact.
- b. Liaises with the EmoryCard office to resolve EmoryCard balance disputes and issues refund slips as appropriate.
- c. Assists patrons with equipment loans and returns and interprets related policies and loan periods.

3. Reserves

- a. Assists patrons with locating and borrowing materials on course reserve.
- b. Assists instructors with placing requests for materials to be placed on course reserves.
- c. Communicates with Course Reserves Coordinator regarding the reserves collection and circulation.

4. Research Support

- a. Instructs patrons on use of the library online catalog and other discovery tools, including eJournals, databases, and subject guides.
- b. Helps patrons locate and obtain materials outside Emory Libraries through Interlibrary Loan, the ARCHE program, or other external sources.

- c. Answers research questions and refers patrons to subject liaisons for advanced consultations, as needed.
- d. Stays abreast of evolving technological change impacting research support services.

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

University Minimum 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.

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.

This is an equal employment opportunity, and Emory is an affirmative action employer. Emory does not discriminate in employment on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability or veteran/Reserve/National Guard status.

REQUIRED for Supervisory & Managerial Positions

Experience and demonstrated skill in supervision, 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 in order to accomplish departmental, library, and institutional goals.

Library Required Qualifications

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

- Experience providing library services in a large academic, research institution, or public library and ability to foster an organization-wide perspective.
- Experience and demonstrated skill in supervising, hiring, and training multiple student employees.
- Ability to be proactive, flexible, and collaborative as a supervisor in order 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 an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.

Library Preferred Qualifications

- Experience providing research assistance in support of teaching and learning in a large academic library or research institution.

- Working knowledge of integrated library systems and library applications such as Alma, specifically the circulation module, and Springshare software suite.

<i>LITS-HR Review</i>	<i>Krystal S. Rambus</i>
<i>DATE</i>	<i>November 30, 2023</i>