

Job Description
*Library Staff Positions***Public Services Specialist, Sr.**

Employee Name	
Team / Unit / Department	Public Services
Division	Rose Library
Campus Job Classification / Title	Library Asst, Sr. (User Services)
Campus Classification Code	ND05
Campus Pay Grade	228
FTE [Percentage of Time]	80% [30-32 hours]
Type of Appointment	Ongoing
FLSA Status	Non-Exempt
Name of Direct Supervisor	Gabrielle M. Dudley
Supervisor's Library Job Title [Functional]	Assistant Director of Public Services
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. Instructs users in 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.

Library Position Summary

Reporting to the Assistant Director of Public Services, the Public Services Assistant, Sr. is an hourly, staff level position in the Robert W. Woodruff Library and has responsibilities within the Public Services team for the Stuart A. Rose Manuscript, Archives, and Rare Book Library, including: assisting with remote reference inquiries; providing reference assistance to all Rose Library users at the department's public reference desk; acquainting patrons with rare book and manuscript handling procedures, and archival guides and descriptions; assists with the coordination and training of students and staff; overseeing undergraduate students responsible for completing reproduction orders; and maintaining reading room security. The Public Services Assistant, Sr. performs complex user services operations by using specialized knowledge of electronic databases, applications, and reference tools to provide access to information and collections.

Type of Supervision Received

Reporting to the Assistant Director of Public Services, the Public Services Assistant, Sr. assists with remote reference correspondence, manages low-resolution reproduction services, and trains and supervises students under general direction. The Public Services Assistant, Sr. works closely with other members of the Public Services team, including any fellows, graduate students, and the Research Services Coordinator and the Reading Room Manager.

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 the performance evaluation process.

Type of Supervision Exercised

The Public Services Assistant, Sr. does not supervise any FTEs.

The incumbent does supervise student employees – number of students supervised ranges from 1-3 and represent at most .75FTE.

The chart below outlines the scope of supervisory authority for the Research Services Assistant, Sr.

Does individual have responsibility for hiring recommendations?	No
Does individual have responsibility for work assignments?	Yes
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. Reference and Reading Room Operations (30%)
1. Provides reference assistance in person to all Rose Library users including approximately 20 hours weekly and one full Saturday per month, or as needed. May occasionally take on additional reference shifts to cover gaps and staff absences.
 2. Assists in the daily management of the reference desk and operations.
 3. Assists with management of incoming appointment requests from patrons.
 4. Oversees reading room security and handling of materials.
 5. Contributes to the development, implementation, and documentation of policies and procedures for the reading room and reference area.
 6. Assists in the assessment of reference and research services and conducts student and staff training for research services operations.
 7. Coordinates the receipt and access to special collections material from outside institutions loaned for use in Rose Library reading room through the Interlibrary Loan (ILL) program.
 8. Assists in management of incoming Aeon requests and facilitation of the retrieval of requests.
 9. Assists in broader planning and special projects as appropriate.
 10. Contributes to a collaborative and team-oriented culture where conflicts are resolved, communication is professional, and trust is fostered.

B. Reference Service (30%)

1. Responds to incoming reference queries by telephone, email, and mail from Emory students and faculty and the public and distributes remainder as appropriate.
2. Conducts in-depth reference consultations with researchers, interpreting departmental policies and procedures acquainting researchers with online catalogs, finding aids, and appointment system.
3. Assists with the development and revision of research guides related to Rose Library collecting areas and special topics.
4. Assists in devising training tools for students and staff.
5. Assist with coordination of freelance research projects for remote reference requests which extend 30 minutes standard or for scanning requests which exceed 500 items per fiscal year policy.
6. Participates in library and university activities and staff development.

C. Reprographic Services (20%)

1. Directs and coordinates preparation of low-resolution scanning requests for research and publication. Processes billing and payment transactions and arranges shipping and handling of requests.
2. Communicates with patron regarding their scanning request order and troubleshooting issues.
3. Coordinates training on reprographic services processes for staff and students.

D. Student Supervisor Responsibilities (15%)

1. Serves as the designated student supervisor for a unit, department, or work assignment.
2. Works closely with the Assistant Director of Public Services and Library HR in areas of recruitment, hiring, orientation, training, supervision, and evaluation of student employees. Adheres to policies and procedures as defined in the Student Supervisor's handbook to ensure appropriate student employment forms are submitted to Library HR. Attends student supervisory training when offered to be informed of policy and procedural updates.
3. Coaches, mentors, and counsels student employees to ensure student employees can develop broad knowledge of library operations and services as well as specialized skills. Develops and provides specific training to student employees within a department.
4. Responsible for developing and maintaining up-to-date student employee job descriptions for student assistant positions within the department. Submits request for new student assistant to Library HR in a timely manner. Works collaboratively with Library HR to ensure student employees are reclassified at the appropriate levels and times. Responsible for submitting appropriate documentation as it relates to student employment to Library HR in a timely manner.
5. Conducts performance evaluations at 6 weeks (new students), end of spring semester, and/or at the time of resignation for their student employees. Reviews performance evaluation with student employees and ensures that the performance evaluations are submitted to LHR in a timely manner and are in accordance with the campus and library policy.
6. Establishes and maintains communications with student employees to facilitate the work of the library and ensure student employees are informed of library activities and initiatives.
7. Responsible for reviewing Time and Attendance (TAS) clocking transaction reports to ensure designated computers are being used to clock in/out. Approves/Denies TAS exceptions by 10:00am on Payroll Monday. Works closely with student employees and student timekeeper to resolve timecard issues. Cross references manual student employee timesheets to substantiate submitted TAS exceptions.
8. Consults with Library HR on student-related employee performance issues.
9. Reviews student allocation summary reports for each pay period to ensure no year-end surpluses and notifies Library HR of any discrepancies.

E. Reporting and Tracking of Statistical Data (5%)

1. Assists with preparation of reference desk activity reports which tracks reference interactions, low-resolution scanning requests, and interlibrary loan requests on a regular/standard basis.
2. Assist with the recording of daily interactions with user community in-person, by telephone, email, and mail using Desk Tracker or another tool.
3. Implements records management program for the research services team by following Rose Library's retention schedule for records documenting the use of Rose Library's materials, including researcher applications, daily sign-in logs, use forms, and reproduction request forms.
4. Maintains supplies of forms and brochures.

University Minimum Required Qualifications

A bachelor's degree and one year of related experience, OR equivalent combination of experience, education, and training.

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.

Library Required Qualifications

- Ability to build and sustain effective interpersonal relationships with library staff, faculty, and students, off campus faculty and administrators, campus administrators, etc.
- Evidence of analytical, communication, project, and time management skills and demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time and within budget and in accordance with task/project parameters.
- Demonstrated organizational skills to prioritize multiple projects and perform efficiently and courteously in a fast-paced environment with conflicting priorities and frequent distractions and interruptions.
- Demonstrated sound judgment and ability to work independently, set priorities and maintain them, and follow through on assignments while coping with a fluctuating workload and competing demands.
- Demonstrated ability to exchange ideas and information with others to formulate appropriate policies, procedures, and programs.
- Skill in recognizing, defining, and analyzing problems, situations, or procedures to define objectives and implement action plans, recommendations. Ability to gather and analyze data and prepare concise, logical reports.
- 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. Ability to think and act at multiple levels, from strategic and broadly conceptual to the detailed and tactfully specific.
- Demonstrated oral and written communication skills, specifically to interact effectively with individuals from diverse backgrounds and to effectively present information in group settings.
- Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty, student, and visitor population.
- Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.

- Demonstrated ability to respond effectively to questions from individuals both external and internal to the Library and University. Strong customer service orientation and commitment to diversity.
- Demonstrated proficiency and capabilities with personal computers and software, and the Web, and financial systems. Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint, or other productivity software.

Library Preferred Qualifications

- Recent and relevant experience working in an academic or research library, special collections repository, or other relevant setting.
- Experience providing library services with evidence of progressively increasing scope of responsibilities in a large academic or research institution library and ability to foster an organization-wide perspective that ensures effective stewardship of available resources.
- Experience in providing public services such as reference and instruction in an academic or research library, special collections repository or other relevant setting.
- Working knowledge of software and systems that support services to users such as Aeon, Archives Space, Airtable, and LibApps.

<i>EL-HR Review</i>	<i>Krystal S. Rambus</i>
<i>DATE</i>	<i>12/07/2023</i>