



Staff Position Posting

Library Services Specialist, Sr.

Department:	Services Division, Robert W. Woodruff Library
Salary:	Commensurate with qualifications and experience
Position Availability:	Immediately
Position Type:	Full-Time position w/ Benefits; 40 hours per week

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 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 Head, User Services, the Library Services Specialist Sr. is a vital component of the User Services team, supporting welcoming and inclusive services and spaces for library users. This position staffs public service points, supervises student employees and actively participates in Ask Us research support services. Working closely with the Head, User Services, this position engages in project-based work supporting the user experience. Performs related responsibilities as required.

Emory Libraries values diversity, equity, and inclusion as essential core principles to achieving our educational mission and embracing the diverse identities of all. It is our belief that a sense of belonging is a vital component to enriching one's quality of life. As an ongoing part of building our inclusive work environment, we embrace this through activities that include competency training, personal growth and professional development, open communication practices.

Key Responsibilities & Details

A. User Services Operations

- a. Staffs 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. Supervises User Services student employees participating in training, coaching and mentoring.
- c. Establishes accounts using the current library system (ALMA) and corresponds with academic departments, library subject liaisons, and community patrons regarding general account maintenance questions.
- d. Ensures welcoming and inclusive services and spaces for library users. Assists users with learning commons equipment and supports visitor computer usage.
- e. Staffs Ask Us research support services answering general research questions and referring patrons to subject liaisons for advanced consultations.
- f. Adapts to and learns new software to support innovation.

B. Project Oversight

- a. Develops and directs user services projects as assigned and prioritized by the Head, 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 and use of related software.

C. 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.

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 proficiency in a foreign language.

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 with evidence of progressively increasing scope of responsibility in a large public or academic library.
- Strong customer service skills and commitment to providing inclusive service in a diverse environment.
- Excellent interpersonal, organizational, 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 analytical skills, creative and innovative problem-solving skills, and a strong commitment to service excellence.
- 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.
- Ability to work harmoniously and as a team player, thrive in a team-based environment, and skill in fostering teamwork among others.
- Ability to work independently and to be proactive, flexible, and collaborative.

Library Preferred Qualifications

- Experience in supervising and managing student employees including coaching, motivating, and mentoring.
- Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint or other productivity software.
- Demonstrated proficiency and capability with library technology applications utilized in higher education, such as ALMA, Iliad, Desktracker, and Springshare platforms.

Application Procedures

Review of applications will continue until position is successfully filled.

Emory University is an equal employment opportunity and affirmative action employer. Women, minorities, people with disabilities, and veterans are strongly encouraged to apply.

Emory University is committed to providing reasonable accommodations to qualified individuals with disabilities upon request. To request this document in an alternate format or to request a reasonable accommodation, please contact the Department of Accessibility Services at 404-727-9877 (V) | 404-712-2049 (TDD). Please note that one week's advance notice is preferred.