Library Service Desk Coordinator

943410: LITS: Library Service Desk

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Reporting to the Library Service Desk Manager, the Library Service Desk Coordinator (LSDC) is a staff position in Robert W. Woodruff Library. The LSDC oversees the day-to-day operations of the Library Service Desk (LSD), the main service point for circulation, Learning Commons (public computing), and reference assistance. The LSDC works closely with the LSD Manager and Student Digital Life Learning Commons Coordinator providing administrative support and coordinating assigned projects. The LSDC coordinates LSD activities with a focus on student hiring, training, scheduling and supervision; operational planning; student budget management; and process improvement. The LSDC directly manages 5 – 7.5 FTE (18 – 28) LSD student employees and provides direction and support for staff and reference librarians at the desk. The LSDC also maintains and shares LSD documentation and internal communications, handles staff and student scheduling and training, and provides public services.

Key Responsibilities & Duties

- Oversees day-to-day Library Service Desk operations. Prioritizes, organizes, and assigns daily work to student assistants.
- Creates and maintains staff and student employee shift schedules for the LSD supervisor’s station, front counter, and satellite desk for all academic semesters (fall, spring, and summer), intersessions (winter and summer), and breaks (fall and spring). Keeps desk schedule up-to-date with upcoming holiday hours, periods of restricted access, and other exceptions.
- Trains and mentors student employees to ensure student employees have the opportunity to develop broad knowledge of library operations and services as well as specialized skills in the areas of circulation, Learning Commons, and reference. Develops and provides specific training to student employees within a department.
- Acts as main backup for front counter and desk supervisor coverage gaps due to illness, vacations or other absences. Serves as primary backup for desk operations (including answering phones, instant messages, and all departmental emails) during high-traffic times or as otherwise needed.

JOB DESCRIPTION: 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. MINIMUM 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.

Operating Unit/Division

LITS: Library and IT Services

Full/Part Time

Full-Time

Regular/Temporary

Regular

Minimum Hourly Rate $

19.086538

Midpoint Hourly Rate $

25.576923

Minimum Annual Rate $

39700

Midpoint Annual Rate $

53200

Preferred Qualifications
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- Experience providing library services with evidence of progressively increasing scope of responsibility in a large academic or research institution library and ability to foster an organization-wide perspective that ensures effective stewardship of available resources.
- Working knowledge of integrated library systems such as Alma, specifically the circulation module.

**Additional Job Details**

**Library Required Qualifications**

- Experience and demonstrated skill in supervising multiple employees, 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.
- Working knowledge of software and systems that support services to patrons including Integrated Library Systems and other management software used in academic or research settings.
- Ability to build and sustain effective interpersonal relationships with library staff, faculty and students, off campus faculty and administrators, campus administrators, etc.
- 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.